DOCUMENT RESUME

ED 105 283 CE 003 602

TITLE	Orientation and Craft Skill Training. Personnel Handbook, Series P-23.
INSTITUTION	Post Office Dept., Washington, D.C.
PUB DATE	24 Sep 74
NOTE	319p.
AVAILABLE FROM	Superintendent of Documents, U. S. Government Printing Office, Washington, D. C. 20402 (Stock No. 3900-00249, $3.55)
EDRS PRICE	MF-$0.76 HC-$15.86 PLUS POSTAGE
DESCRIPTORS	*Entry Workers; *Government Employees; Instructional Materials; *Job Training; Manuals; *Orientation Materials; Service Occupations; Skill Development; Staff Orientation; *Teaching Guides
IDENTIFIERS	*Post Office Department

ABSTRACT

The handbook consists of detailed guides for instructors of new Post Office employees. A brief introduction explains use of the materials, and an orientation handbook for new employees deals with job responsibilities and employee rights and benefits. The orientation teacher's manual consists of detailed instructional guidelines for training sessions, presented in column format and arranged by: key points; discussion and presentation; and instructional aids, notes, and related training activities. An orientation film script is also included. The final section covers craft orientation and skill training for city letter carriers, clerks, mail handlers, special delivery messengers, vehicle operators, rural letter carriers, and buildings and equipment maintenance personnel. These units specify the skill or topic, time needed, coded administrative information, outlined points to be covered, and instructional aids and notes to the instructor. (MDW)

FEB 21 1974 CE

Handbook Series P-23

Orientation and Craft Skill Training

A Publication of the
POST OFFICE DEPARTMENT
Washington, D.C. 20260

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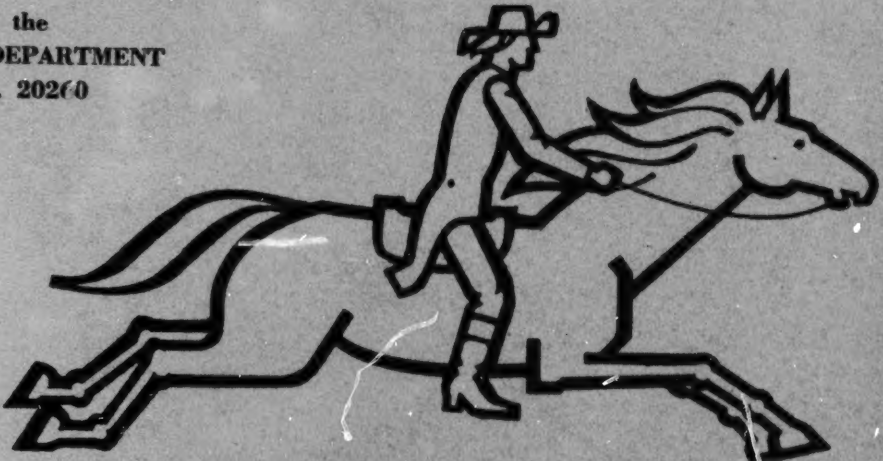

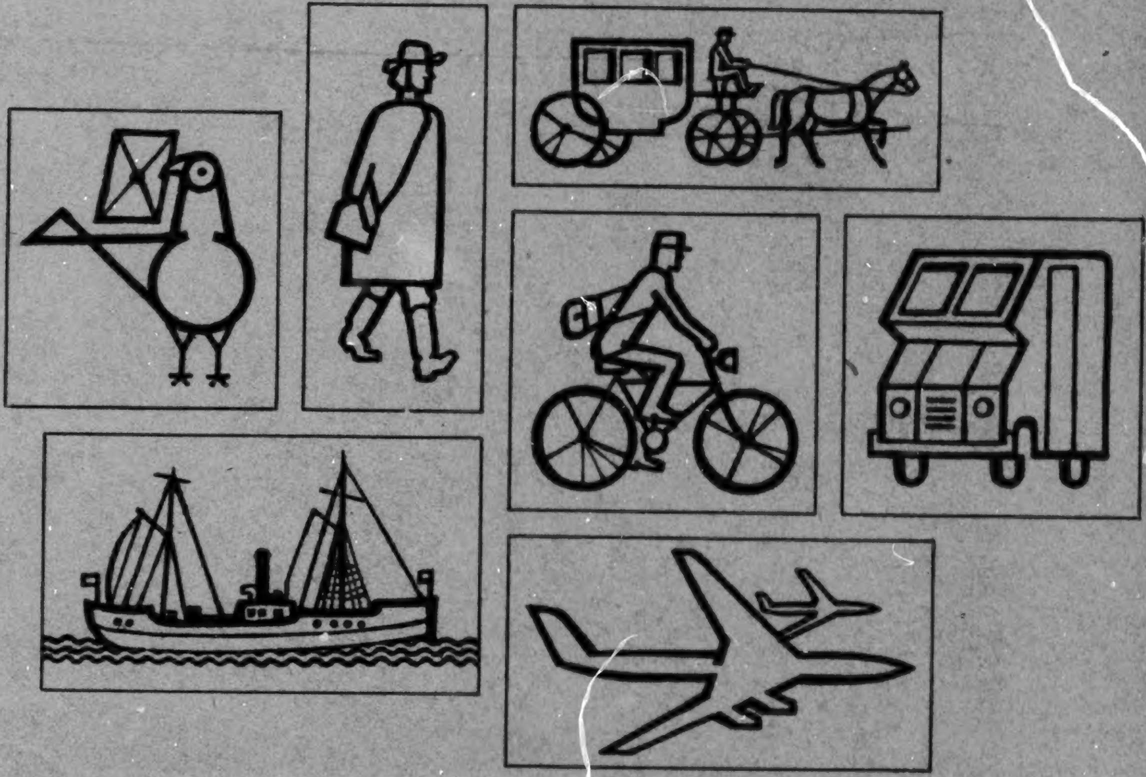

UNITED STATES POSTAL SERVICE

Washington, D.C. 20260

ORIENTATION AND CRAFT SKILL TRAINING
Personnel Handbook, Series P-23

Transmittal Letter 7
September 24, 1971

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1 FILING INSTRUCTIONS

Remove page headed:	*Insert page headed:*
312 (p. 13-15) (2 sheets)	312 (p. 13) (1 sheet)
342 (p. 5) (1 sheet)	342 (p. 5) (1 sheet)

2 EXPLANATION

.1 Instructions have been added to help current and new city letter carriers and special delivery messengers who are required to drive the Jeep Dispatch 100 to become familiar with that vehicle.

.2 Instructions on the right-hand drive sit-stand truck and the mailster have been deleted because these vehicles are being withdrawn from use.

3 DISTRIBUTION

Distribute these pages only to current holders of Handbook P-23. Excerpts 310 and 340 are being reprinted to include these changes and they will be shipped automatically. When available, furnish these new excerpts to persons holding the 1969 editions.

4 RECISSION

The 1969 editions of excerpts 310 and 340 are obsolete and should be destroyed.

Director, Office of Manpower Planning
and Development
Employee Relations Department.

THIS IS A REPRINT OF TRANSMITTAL LETTERS 2 THROUGH 7. TRANSMITTAL LETTERS 8 AND 9 ARE STOCKED SEPARATELY.

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UNITED STATES POSTAL SERVICE

Washington, D.C. 20260

ORIENTATION AND CRAFT SKILL TRAINING **Transmittal Letter 6**

Personnel Handbook, Series P-23 **December 1, 1970**

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1 MATERIAL TRANSMITTED

New material, part 370, Maintenance Craft, is attached.

2 PURPOSE

.1 Part 371 provides instruction to supplement the general guidelines in chapter 1.

.2 Parts 372–377 provide guidelines for the following selected maintenance positions:
- a. Cleaner
- b. Custodian
- c. Laborer, Custodial
- d. Mechanic Helper
- e. General Mechanic
- f. Maintenance Mechanic, MPE
- g. Garageman
- h. Automotive Mechanic

3 FILING INSTRUCTIONS

Place in chapter 3 after part 360.

4 GUIDELINES FOR USING THIS MATERIAL

.1 Separate Maintenance Craft Orientation is required for personnel in Equipment Maintenance, Building Services, and Vehicle Maintenance.

.2 The need for skill training will be based on the judgment of the employee's supervisor. An employee will receive training only on equipment on which he will work within a reasonable time after completing training.

.3 Decisions to omit any part of the training prescribed for a particular position may be made by the senior maintenance official on the basis of the background and experience of particular trainees. If a decision is made to omit training in *all of a skill or topic,* as specified in this handbook, then the "Training Needs" for that skill or topic should simply not be checked off on the employee's Individual Training Record. If it is decided to omit training in only *part or parts of a skill or topic,* then "Training Needs" for that skill or topic *should* be checked off on the employee's Individual Training Record. Make a notation under "Remarks" on the Training Record to identify the portions of training that are to be omitted. Enter reasons for omitting training on the reverse of the Record.

.4 While it is planned to have most maintenance craft training included in this handbook, at this time it does not cover all maintenance training. Maintenance supervisors will continue to plan and arrange for advanced training, manufacturer training, and special or modified equipment training.

5 DISTRIBUTION

Part 370, Maintenance Craft, is to be issued as follows:

a. All holders of the complete handbook.

b. Part 370 excerpt will be furnished to those who will conduct or be responsible for maintenance instruction including supervisors of maintenance employees and experienced maintenance employees who serve as on-the-job instructors.

Individual Training Record cards for maintenance employees, Form 2548 G-L, may be requisitioned from your area supply center.

E. T. Klassen

Deputy Postmaster General

☆ U.S. GOVERNMENT PRINTING OFFICE: 1970 O—403-492

POST OFFICE DEPARTMENT

Washington, D.C. 20260

ORIENTATION AND CRAFT SKILL TRAINING **Transmittal Letter 5**

Personnel Handbook, Series P-23 **May 15, 1970**

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1 FILING INSTRUCTIONS

Remove pages headed:	Insert pages headed:
	311 (p. 3) (1 sheet)
321 (p. 5) (1 sheet)	321 (p. 5)-322 (p. 1) (2 sheets)
	331 (p. 7) (1 sheet)
	341 (p. 3) (1 sheet)
	351 (p. 7) (1 sheet)

2 PURPOSE

Parts 311, 321, 331, 341 and 351 have been expanded to extend safety training, previously specified for new employees, to all craft employees on the rolls prior to the beginning of the Orientation and Craft Skill Training System.

E. T. Klassen

Deputy Postmaster General

☆ U.S. GOVERNMENT PRINTING OFFICE: 1970 O—381-655

POST OFFICE DEPARTMENT

Washington, D.C. 20260

ORIENTATION AND CRAFT SKILL TRAINING — Transmittal Letter 4

Personnel Handbook, Series P-23 — October 10, 1969

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1 MATERIAL TRANSMITTED

New material, part 360, Rural Carrier Craft, is attached.

2 FILING INSTRUCTIONS

Place in chapter 3 after part 350.

3 PURPOSE

Part 360 establishes procedures and guidelines for providing Craft Orientation and Skills training for newly appointed rural carriers and substitutes of record.

4 DISTRIBUTION

.1 Part 360, Rural Carrier Craft, is to be issued as follows:

a. All holders of the complete handbook.

b. Part 360 excerpt will be furnished to those who will conduct or be responsible for rural carrier instruction, including supervisors of rural carriers, employees who serve as rural carrier job instructors, and driver instructors.

.2 Form 2548-F, Training Record Card, Rural Carrier, may be requisitioned from your area supply center.

E. T. Klassen

Deputy Postmaster General

POST OFFICE DEPARTMENT

Washington, D.C. 20260

ORIENTATION AND CRAFT SKILL TRAINING
Personnel Handbook, Series P–23

Transmittal Letter 3
September 19, 1969

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1 FILING INSTRUCTIONS

Remove page headed:	*Insert page headed:*
311 (p. 1) (1 sheet)	311 (p. 1) (1 sheet)

2 EXPLANATION

.1 Part 311 has been revised to include the screening of the 16mm motion picture film, *You Can't Bite Back*. This film portrays various methods of dealing with dogs on a carrier's route.

.2 The basic time for carrier orientation is increased from 3 hours to 3¼ hours in order to show this film.

E. T. Klassen

Deputy Postmaster General

POST OFFICE DEPARTMENT

Washington, D.C. 20260

ORIENTATION AND CRAFT SKILL TRAINING
Personnel Handbook, Series P-23

Transmittal Letter 2
July 1, 1969

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1 MATERIAL TRANSMITTED

Attached is a complete revision of Personnel Handbook Series P-23, Orientation and Craft Skill Training.

2 EXPLANATION OF HANDBOOK CHANGES

.1 *Chapter 1*

.11 Part 110 consists of provisions for the installation, operation and management of the Department's new standardized Orientation and Craft Skill Training System. Most of these provisions, except as noted below, are reprinted with minor editorial changes from the present chapter 1 of POD Handbook P-23. The following are descriptions of changes and additions to provisions originally published in Handbook P-23.

.12 Section 111 Description—New

.13 Section 114 Scope—Adds another category of employees to those covered by the system.

.14 Section 115 Adds additional information about distribution and requisitioning instructional aids for use in the system.

.15 Part 120 Operation of the System—Describes the general processes through which orientation and training are achieved under the system but omits references to responsibilities for steps in the process. Responsibilities are consolidated in 130.

.16 Part 130 Managing Orientation and Craft Skill Training—Distinguishes requirements for offices under system and those not under it. Clearly identifies basic policies of system. Delineates responsibilities for more people and with greater clarity. Describes job instructor assignments more fully, within limits of present arrangements for this function. Adds more information on distribution and use of Handbook P-23 and Forms 2548 and on using and reporting training manhours. Clarifies instructions on initiating changes in system and on developing and using supplemental materials locally.

.17 Section 138 Eliminates charging to training the time of regular carriers who are performing instruction while serving the route.

.18 Section 139 Lists records and reports related to the system.

.2 Revised Chapters 2 and 3 contain only minor editorial changes.

3 SUPERSEDED MATERIAL

The complete P-23 Handbook furnished under Transmittal Letter 1 dated September 15, 1968, is obsolete.

4 EFFECTIVE DATE

These instructions are effective upon receipt.

Assistant Postmaster General.
Bureau of Personnel

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350 Vehicle Craft
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370 Maintenance Craft (to be published)

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CHAPTER 1

STANDARDIZED ORIENTATION AND CRAFT SKILL TRAINING SYSTEM

110 INTRODUCTION

111 Description

This system provides a uniform process by which post offices throughout the Nation may guide and conduct the orientation of employees to the postal service and the orientation and skill training of employees for the postal craft and position to which each is to be assigned. With latitude for necessary local variation, the system prescribes *what* is to be taught and *when, where, by whom* and for *how long* at each stage of the employee's orientation and training. It also prescribes policies, methods and divisions of responsibility for carrying out parts of the process, and it provides a variety of instructional aids, including forms, instructor guides, films, etc.

112 Background

The system was developed and field tested by the Post Office Department in consultation with the national leadership of postal employee unions and with the assistance and guidance of many post office and regional office employees and officials.

113 Objectives

By providing national standards and guides for orientation and training, this system is expected to achieve the following:

a Assure that *all* new employees throughout the postal service receive, within reasonable limits, adequate training to prepare them for efficient, safe, productive performance of their assigned tasks.

b Reduce turnover and improve work performance by establishing a high standard of orientation and training for all post offices.

c Minimize costly duplications of effort in developing complete training programs in each post office and/or postal region.

d Maintain or reduce national training man-hour costs by eliminating instruction in extraneous subject matter and prescribing training methods at all post offices which emphasize the skills actually required to perform the work assigned.

e Facilitate appraisal and improvement of training programs and their application by local, regional and departmental management.

f Reduce duplications and omissions, and improve performance by line and and staff personnel in their execution of training responsibilities.

g Improve supervision by encouraging greater stability in employee work assignments and greater identification of particular employees with particular supervisors.

114 Scope

114.1 Coverage

The system is being introduced into the postal service in stages. Initially, it was installed only at certain post offices, included orientation and training requirements only for certain specified crafts and craft positions and was to be used as the basis for training particular groups of employees. When additional planning, development and field testing of materials are completed, extension and expansion of the system to more post offices, to additional crafts and craft positions and to other groups of employees will be directed until the scope and coverage of the system in these respects is as broad and inclusive as is practicable.

114.2 Post Offices
Installed in all post offices that are authorized full-time training staffs under provisions of section 844.4, Postal Manual (i.e., approximately the 100 largest post offices), plus other post offices that are specifically designated by the Regional Director. (See also 732.17 Postal Manual.)

114.3 Crafts and Positions

.31 Basic, general orientation to the post office and the postal service, independent of craft assignment.

.32 Specialized, craft orientation to the city letter carrier, clerk, mailhandler, motor vehicle and special delivery messenger crafts.

.33 Craft job skill training for one or more positions in each of the above crafts.

114.4 Employees

.41 *New post office craft employees* receive general orientation; craft orientation and craft skill training.

.42 *Current post office employees being reassigned to a particular craft for the first time* receive craft orientation and craft skill training in that craft and position.

.43 *Current employees being assigned to new duties within the scope of their current craft positions* receive craft skill training provided the new duties require new knowledges and skills not similar to knowledges and skills required of previously assigned duties.

115 Supporting Materials

115.1 *Handbook P-23, Orientation and Craft Skill Training*

A complete description of this system, together with copies of the principal instructional materials used in it are published in Handbook P-23, Orientation and Craft Skill Training. This handbook is divided into chapters and then into parts. Each chapter and part is published as a looseleaf unit which can also be obtained and used independent of the entire handbook. The handbook and most of its chapters and parts may be readily updated, as changes are published, by simple insertion or substitution of new pages. Contents of the Handbook are as follows:

Chapter 1—Standardized Orientation and Craft Skill Training System
Chapter 2—General Orientation
  Part 210—Pre-employment Pamphlet (to be published)
  Part 220—General Orientation Handbook for New Employees
  Part 230—General Orientation Requirements
  Part 240—Instructor's Guide for General Orientation of New Employees
  Part 250—"A Vital Service" Film Script
Chapter 3—Craft Orientation and Skill Training Requirements
  Part 310—City Letter Carrier Craft
  Part 320—Clerk Craft
  Part 330—Mailhandler Craft
  Part 340—Special Delivery Messenger Craft
  Part 350—Vehicle Craft
  Part 360—Rural Letter Carrier Craft (to be published)

Part 370—Maintenance Craft
(to be published)

115.2 Form 2548 Series—Individual Training Record

This is a card form on which the orientation and training each employee is to receive and has received is recorded. The same basic form is used to record orientation and training in each kind of craft position covered by the system. However, for each type of position (e.g., city letter carrier, distribution clerk, mailhandler, etc.), the form is overprinted with the names of the topics and skills in which training is prescribed in the appropriate part of chapter 3, Handbook P–23. The position for which each overprinted form is to be used is indicated by an overprinting of position title plus addition of a letter suffix to the form number (e.g., Form 2548–A, etc.).

115.3 Other Materials

In addition to the publications included as parts of chapter 2, Handbook P–23, a variety of materials such as films, filmstrips, instructor guides, handbooks, pamphlets, training equipment, etc., are prescribed for use in the system as instructional aids. Initial supplies of newly produced materials will be distributed to the field by the Department automatically as they become available. Field requests for additional or replacement supplies should be submitted through normal channels as needed.

120 Operation of the System

121 Preparation

When new employees report for personnel processing:

a They are given a copy of the *General Orientation Handbook for New Employees* (Part 220, Handbook P–23) and are advised of the date, place and time they are to begin their general orientation training. They are instructed to read the Orientation Handbook beforehand, to bring it to the general orientation classroom session, and to be prepared to ask any questions they may have at that time.

b An Individual Training Record (Form 2548 Series) is prepared for each employee and the training that each will need to perform initial assignments is checked off on the card.

122 General Orientation

122.1 Each newly hired employee receives general orientation, as specified for all employees in parts 230 and 240 of Handbook P–23. Except in unusual circumstances, the *only* assignment newly hired employees receive on their first day of employment is to attend the *complete* general orientation program. After completing the general orientation, the new employees receive no further assignments that day. They are scheduled to report the next workday to the appropriate craft orientation session. (See 123)

122.2 When all or portions of the general orientation are completed, appropriate portions of the Individual Training Record are signed off and dated.

123 Craft Orientation

123.1 Employees who are newly hired or newly assigned to a craft are given orientation to that craft as specified in chapter 3, Handbook P–23. Except in unusual circumstances, new employees are given the *entire* craft orientation on the first workday following the general orientation session. Following the craft orientation, employees are assigned to their work areas.

123.2 When all or portions of craft orientation are completed, appropriate portions of the Individual Training Record are signed off and dated. The card is then referred to the locations identified in 139.

124 Craft Skill Training

124.1 Initial Training

.11 Employees who are newly hired or newly assigned to a particular craft position (e.g., city letter carrier, distribution clerk, mailhandler, mechanic helper, etc.), are given specific training in skills needed to perform their initial work assignments. Elements and conditions of this training are specified in the orientation and skill training requirement sheets in chapter 3, Handbook P–23.

.12 When instruction of an employee in a particular skill is completed, the instructor initials and dates the Individual Training Record on the line related to that skill and enters the time used. If, after providing the basic instruction for a particular skill, the instructor believes an employee needs more instruction, he notes this in "Remarks" on the record, and, with the approval of the appropriate supervisor, provides the added instruction and again initials, dates, and indicates time used on the record. (This annotation by the instructor specifies the particular sub-topic(s) listed in the orientation or training requirement sheets in which additional training is needed).

.13 When the employee's instruction in a required skill is completed, the Individual Training Record is signed and dated by his immediate supervisor. Before an employee is assigned to a new task, it must be determined, with the aid of the record where necessary, that the employee has received training in the required skills.

124.2 Additional Training

If the employee is to be assigned new duties within the scope of his position after initial training, the employee's Individual Training Record is marked to show the additional training the employee must receive in order to acquire the knowledge and skill needed to perform these duties. Then the required training is given and documented, as prescribed in 124.

125 Review and Inspection

Once each accounting period (except A/P 7) 10 percent of the individual Training Records are carefully reviewed by the training section to determine whether they are current and accurate. Summary reports of these reviews are made to the postmaster and to appropriate operating officials for information and necessary followup action. Postal inspectors, finance examiners and postal service officers also spot check representative numbers of Individual Training Records during routine inspections and examinations and compare the spot checks with local summary reports.

130 Managing Orientation and Craft Skill Training

131 Offices in Which the System is Installed

Post offices that are directed to install this system are required to follow the instructions for managing the system that are in section 732.1, Postal Manual and in Handbook P–23. For such offices, these instructions supersede any other local, regional and departmental instructions and practices which may be in conflict with them.

132 Other Offices

Offices in which installation of the system *has not* been directed will continue to follow prior instructions and practices, including those contained in other sections of part 110 and section 345.44, Postal Manual.

133 Orientation to the System

Departmental officials initially oriented officials of each regional office to the system through formal meetings and discussions before the system was installed in post offices. Regional officials, in turn, hold orientation meetings with officials of post offices in which the system is about to be installed. These local officials plan, organize and conduct orientation meetings for other local officials and for supervisors of all activities in the post offices which employ craft employees. Local orientation meetings provide participants with needed information on the operation and management of the system in the post office and on their specific functions and responsibilities in the system. This orientation will be repeated as needed for new supervisors. Orientation of regional and local personnel that is comparable to the above will be conducted whenever significant additions or changes to the system are about to be effected.

134 Policies

The following policy requirements underlie this system and are to be complied with under all but emergency conditions:

a Each employee shall receive training needed to perform each new work assignment *before* being required to perform the assignment under routine supervision.

b In order to help assure that learning is retained and reinforced through practice, training shall be provided immediately before the work assignment, or as soon beforehand as possible.

135 Responsibilities

135.1 Postmaster

.11 The postmaster will take actions necessary to insure that the system is operated and managed as prescribed and that its objectives are achieved in his post office. These actions include but are not limited to the following:

a Become thoroughly familiar with basic provisions of the system and with the divisions of responsibility prescribed for its installation and management.

b Assign responsibilities and delegate commensurate authority to specific individuals and alternates for carrying out each step in the operation and managment of the system.

c Periodically obtain the views and recommendations of local operating and staff officials, of appropriate local postal employee union representatives and of finance examiners concerning the operation and management of the system in relation to established instructions and objectives. Review summary reports of checks made by the training staff each accounting period of Individual Training Records.

d Take followup action to provide recognition for excellence or to bring about correction of deficiencies. The latter might include direction or redirection of local officials and supervisors, requests for technical assistance from the regional office, recommendations to the Department through the regional office of additions, deletions or other changes to improve the system, etc.

.12 In addition, the postmaster (or designee of appropriate rank and capacity) will personally conduct the introductory welcome portion of each

General Orientation session for new employees. (See Handbook P-23, Parts 230 and 240.)

135.2 Operating Officials

As used here, the term "operating official" designates a higher level person in charge of a major division of the post office or tour to which new personnel are assigned (e.g., director of operations, general superintendent or superintendent of mails, tour superintendent, postal plant engineer, vehicle maintenance superintendent, etc.). These officials will take actions necessary and as directed to insure that the system is operated and managed as prescribed and that its objectives are achieved in the units for which they are each responsible. These actions include but are not limited to the following:

a Become familiar with basic provisions of this system and thoroughly informed about those aspects of it that are directly related to the facility, tour or activity for which the official is responsible.

b With assistance of Training Section, develop, direct, and periodically evaluate the operation of a specific subsystem for administering craft skill training within the facility or tour and in accordance with requirements of this system.

c Determine specific work assignments of each new and current employee for whom responsible.

d Identify to Training Section the immediate supervisor(s) of each new employee and of any other employee who is about to be assigned to a craft or a particular craft position for the first time.

e With assistance of Training Section, check off on Individual Training Records the orientation and/or training required for each employee referred to in **c** above.

f Conduct designated portion of General Orientation meetings for new employees.

g Collaborate with Training Section in its organization, scheduling, and coordination of Craft Orientation sessions for employees who are newly assigned to a particular craft for whose work the official is responsible.

h Select and assign appropriate supervisors, subject matter specialists and employees to receive instructor training, if needed, and to serve as instructors in the conduct of all on- and off-the-job orientation and training in subject matter fields for which responsible.

i Establish an Individual Training Record for each employee who does not have one *and* is about to be assigned (and therefore trained) to perform new duties within the scope of his present position.

j Check off on Individual Training Records additional training required for each employee referred to in **h** above.

k Arrange for transfer of Individual Training Record to new location when an employee is reassigned, without change in position title, to another part of the facility in which a change in location of the Record is required.

l In conjunction with review and evaluation of the specific subsystem (par **b** above), also reviews and evaluates operation of the overall system, taking into account evaluations and recommendations received from operating supervisors, and recommends improvements to the postmaster for possible submission to the Department through the regional office.

135.3 Employment and Services Section[1]

.31 Become familiar with basic provisions and thoroughly informed about instructions and procedures related to Employment and Placement Section responsibilities under the system.

.32 Issue a copy of General Orientation Handbook for New Employees (Part 220 of Handbook P-23) to each new employee when he reports for personnel processing at the time of his appointment.

.33 During personnel processing, advise each new employee of the date, time, and place he is to report for general orientation training; instruct him to read the General Orientation Handbook beforehand, to bring it with him to the General Orientation meeting and to be prepared to ask any questions he has at that time.

.34 Prepare an appropriate Individual Training Record for each official personnel transaction in which an employee is assigned for the first time to a position within the scope of this system. Refer the record to the training section.

.35 Provide relevant information and otherwise assist operating officials upon request to establish an Individual Training Record for an employee who does not have one *and* is about to be assigned (and therefore trained) to perform new duties not similar to previously assigned duties within the scope of his present position.

.36 Obtain old Individual Training Record for each employee who is reassigned or promoted from one craft position to another or is transferred out of the post office, and file on the right side of his official personnel folder.

135.4 Training Section[2]

.41 Become thoroughly informed about all aspects of the system that are related to its installation and operation at the local post office level.

.42 As a joint action with principal operating officials, conduct initial and periodic orientation to the system for other officials, supervisors and job instructors in accordance with 133.

.43 Assist operating officials to identify and to check off on Individual Training Record the orientation and training prescribed under the system which each employee must receive in order to perform initial assignments in a craft or craft position to which he is assigned for the first time.

.44 Organize and schedule General Orientation and Craft Orientation meetings in coordination with appropriate operating and staff officials. Actively assist officials, operating supervisors, and job instructors who conduct these meetings. Certify completion of General Orientation on

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[1] In smaller offices where this section is not authorized, these functions will be performed by or under direction of whoever has program responsibility for employment and placement and for personnel paperwork. (See P.M. 844.4.)

[2] In smaller offices where this section is not authorized, these functions will be performed by or under direction of whoever has program responsibility for training. (See P.M. 844.4.)

Individual Training Records and furnish these records for further action to those who conduct craft orientation.

.45 In coordination with operating officials, plan, organize, schedule and conduct courses, coaching sessions and informal assistance in classrooms, at work locations and elsewhere to prepare supervisors, job instructors, scheme examiners and others to perform instruction for which each is responsible.[3]

.46 Actively assist operating officials to develop, direct and periodically evaluate the operation of a specific subsystem for administering craft skill training in accordance with this system within the facility or tour for which each is responsible. This includes but is not limited to the following actions:

a Develop and recommend written instructions and procedures designating locations at which Handbook P-23 and Individual Training Records will be maintained; when and how supervisors and job instructors will make entries on Individual Training Records; when, how, by whom, and for what purpose information will be transcribed from Individual Training Records for reporting purposes.

b Regularly and frequently visit all units (including scheme training unit) where employees are receiving craft skill training under the system; explain to supervisors methods for evaluating and directing the work of job instructors who train employees working in their units; observe instruction in progress; give on-the-spot coaching and tips on instructional methods and technique, plus additional orientation to this system to supervisors and job instructors; check and initiate followthrough action when needed to assure that supervisors and job instructors have required instructional supplies and materials and are otherwise prepared to perform effective job instruction under the system.

c Spot-check entries on Individual Training Records in accordance with 125.

d Report observations and actions to operating official in charge of tour or facility together with recommendations for followup management action to recognize effective training and to correct deficiencies, as needed.

135.5 Operating Supervisors

Foremen and other supervisors who direct and oversee the work of postal craft employees will take actions needed to insure that these employees are properly trained, in accordance with this system, to perform the work to which each is assigned. These actions include the following:

a Become familiar with basic provisions of the system and thoroughly informed about its application to the operation or activities for which responsible.

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[3] The principal *instructional* responsibility of the training staff is instructor training. If the training staff has been engaged in instructing personnel in specialized subject matter fields other than general orientation and instructor training, these instructional responsibilities will be transferred to appropriate operating officials, supervisors, job instructors or subject matter specialists. (See also 135.2g.)

b Through instructor training courses, coaching sessions, informal guidance, and other sources and methods, learn techniques of job instruction, techniques of classroom instruction, if required, and how these techniques are to be applied in performing assigned instructional responsibilities under this system.

c As directed, conduct designated portions of craft orientation meetings.

d Review Individual Training Records of assigned employees to determine whether they have received or need to receive training under the system for the work to be performed.

e For employees who require training, either personally instruct each employee in required topics and skills or direct and oversee instruction by other employees who have been selected and trained to serve as job instructors under this system.

f For instruction personally conducted by the supervisor, enter initials, date, and time used on Individual Training Record.

g When an employee requires additional instruction in a particular skill that would exceed the time prescribed for that purpose in the appropriate part of Handbook P–23, either (a) authorize or conduct additional instruction or (b) recommend additional instruction for approval by higher authority. (See also 138.)

h For all instruction conducted or supervised, sign and date Individual Training Record when instruction is completed certifying satisfactory training of employee in each particular skill.

i Observe and evaluate operation of the system and recommend improvements, where needed, to appropriate operating officials. Also review similar evaluations and recommendations by job instructors and forward to operating officials with own evaluation and comments.

135.6 Job Instructors

Job Instructors orient and train postal craft employees in designated topics and skills, in accordance with this system and under directions of a supervisor to whom both the trainees and the instructor are assigned during the period of instruction. (See also 136.) Actions required to perform this function include the following:

a Become familiar with basic provisions of the system and thoroughly informed about the craft orientation and/or craft skill training requirements in the appropriate part of Handbook P–23 in which instruction is to be performed and for driver instructor and examiner positions, the criteria is outlined in Handbook CR–4.

b Through instructor training courses, coaching sessions, informal guidance, and other sources and methods, learn techniques of job instruction, techniques of classroom instruction, if required, and how these techniques are to be applied in performing assigned instructional responsibilities under this system.

c As directed, conduct designated portions of craft orientation meetings.

d As directed, instruct designated employees in specified craft skills in accordance with requirements set forth in the appropriate part of Handbook P-23.

e For each employee instructed, enter initials, date and time used on Individual Training Record.

f Conduct additional training approved by supervisor and, upon completion, again enter initials, date and time used in appropriate columns of Individual Training Record.

g Observe and evaluate operation of the system and recommend improvements, where needed, to appropriate supervisor.

135.7 Other Officials

The officials listed below have specified responsibilities for the operation and management of the system. Alternates designated to act for these officials for such purposes in their absence should be as nearly equal to the principal designee in rank and capacity to perform the assignment as is practicable:

a *Postal Inspector*—As part of post office audit, reviews craft training system to determine compliance with provisions of Postal Manual 732.1.

b *Finance Examiner*—Spot check representative samples of individual Training Records for completeness and for comparison with other records and reports of training manhours used.

c *Postal Service Officer*—During routine and periodic visits to post offices, reviews craft training system, discusses operation of system with responsible management officials to determine possible problem areas where regional assistance may be warranted, and informs the regional training manager and other responsible regional officials, through appropriate channels.

d *Regional Training Manager*—Provides technical guidance and direction to postmaster and other local management officials on implementing and administering provisions of section 732.1, Postal Manual. Assists local officials in solving specific craft training problems upon request, and in response to postal service officer and inspection service reports and other sources of pertinent information.

e *Safety Personnel*—Conduct part of general orientation meetings dealing with safety and emergency procedures. Assist and advise job instructors and operating supervisors in integrating safety and solving safety training problems in the system. Under the direction of the regional safety staff, installation safety personnel monitor the safety training done by supervisors responsible for the craft orientation and skill training functions.

136 Instructors and Instructor Training

136.1 The Job Instructor Function

Job instructors are nonsupervisory craft employees who are assigned to orient or train other craft employees in certain specific topics or skills under direction of an operating supervisor, who is in charge of the operation or activity to which the employees are assigned. By performing this function, the job instructor relieves the supervisor of some of his workload but none of his responsibility. The supervisor is still accountable for insuring that employees working for him are instructed how to perform assigned work in accordance with provisions of this system. Normally job instructors should be employees who are regularly assigned to the unit supervisors and should only train employees who are newly assigned to the unit. If a job instructor is not regularly assigned to a particular unit in which he performs instruction, he is nonetheless accountable to the unit supervisor for any instruction he gives in the work of the unit.

136.2 Typical Job Instructor Assignments

Job instructors may perform instruction full time or most of the time, or they may perform other duties the majority of the time and be assigned instructional duties only occasionally and for short periods of time. Many carrier technicians, mailhandler group leaders, distribution and dispatch expediters, and lead mechanics serve as job instructors for regular, frequent or extended periods of time. Other craft employees may also receive job instructor assignments for either short or extended periods as regular or collatoral duties.

136.3 Instructor Qualifications

Both job instructors and supervisors, who personally perform instruction, should be able to communicate effectively with employees and should be well informed and proficient in particular topics and skills in which they are to instruct.

136.4 Instructor Training

Both operating supervisors and job instructors who are to perform instruction under this system shall initially receive 4 hours of job instructor training specifically designed to support and implement this system, unless they have received equivalent training and are considered to be proficient. After initial instructor training, these supervisors and job instructors annually shall receive at least 2 hours of formal, planned refresher training in job instruction and other matters as needed to keep up to date and proficient in operating and managing this system.

136.5 Instructor-Trainee Ratios

The ratio of qualified instructors to trainees to be maintained for each operation will depend on complexity of subject matter, stage of trainee progress, visibility and noise levels in instructional areas, etc. However, this ratio shall be such in each instance that each trainee receives the concentrated, *individual attention needed*, within the allotted training time, to assure that he has a reasonable opportunity to learn how to perform the task assigned. For example, the ratio of instructor to trainees on initial training on the outgoing letter primary distribution shall approximate one instructor to five trainees.

136.6 Assignment of Relief Foreman During Instruction

When the line foreman is conducting skill training for trainees in his unit, a relief foreman will be assigned, where necessary, to provide coverage of the unit production during the training period.

137 *Distribution, Maintenance and Use of Handbook P-23 and Its Excerpts*

137.1 *Distribution*

.11 A complete handbook is to be issued to and maintained by or for the postmaster, members of the postmaster's top staff and other management officials down to and including heads of tours, installations and facilities, such as tour superintendents, station superintendents, vehicle maintenance superintendents, etc. Requisition Handbook P–23 and excerpts according to instructions in Postal Manual, Part 114.

.12 All supervisory personnel are to receive chapter 1, Standardized Orientation and Craft Skill Training System, and part 230 of chapter 2, General Orientation Requirements.

.13 Supervisors of city letter carriers, employees who serve as city letter carrier instructors, and driver instructors are furnished Part 310, City Letter Carrier Craft.

.14 Supervisors of distribution clerks, employees who serve as distribution clerk job instructors and scheme examiners-instructors are furnished Part 320, Clerk Craft.

.15 Supervisors of mailhandlers, mailhandlers group leaders, and other employees who serve as mailhandler job instructors are furnished Part 330, Mailhandler Craft.

.16 Supervisors of special delivery messengers, employees who serve as special delivery messenger job instructors and driver instructors are furnished Part 340, Special Delivery Messenger Craft.

.17 Supervisors of vehicle operators, employees who serve as vehicle operator job instructors and driver instructors are furnished Part 350, Vehicle Craft.

.18 Local officials designated to participate as instructors in the General Orientation session are furnished Part 240, Instructor's Guide for General Orientation.

.19 New employees are furnished Part 220, General Orientation Handbook for new employees.

137.2 *Maintenance*

.21 All new material and replacement pages are sent under cover of a transmittal letter, which explains briefly the change or material attached.

.22 Holders of the handbook and excerpts are responsible for filing changes promptly and maintaining the material in a current status.

137.3 *Use*

.31 Officials who maintain the handbook or excerpts shall permit employees and union representatives on proper request to read these materials.

.32 Supervisors and job instructors shall follow the procedures and guidelines as prescribed by Handbook P–23 when training employees in jobs covered.

138 Training Manhours

138.1 Handbook P–23 specifies basic time periods required to cover each unit of orientation or skill training. Charge time used for orientation and training that is within the amounts specified, to training, not to production. This applies to both classroom and on-the-job instruction and includes the time of trainees and on-the-job instructors, but not supervisors, nor regular carriers providing on-the-job instruction to new carriers while serving the route.

138.2 If additional time beyond the stipulated amount is necessary and authorized to train newly assigned employees this time shall be charged to production, not training.

138.3 Record and credit any production achieved by trainees while receiving training as part of the productivity of the unit or operation.

138.4 Travel time spent in getting to and from training areas, when necessary, and nonsupervisory time allotted and used for preparation for instructing, as specified in the system instructions, will be transferred to training.

139 Records and Reports

139.1 Records

.11 Form 2548 Series, Individual Training Record

.111 Distribution

Cards for new employees are prepared and distributed according to provision in Postal Manual 732.175c. Blank cards are distributed to points referred to in paragraph 112 below for establishment of records for current employees who are about to be assigned (and therefore trained) to perform new duties within the scope of their present job. Requisition Form 2548 Series from the appropriate supply center.

.112 Maintenance

Each employee's Individual Training Record is kept at a central point convenient to his work location. In offices where tour superintendents are assigned, these records will be maintained under the direct responsibility of the office supervisor or clerk, in the tour superintendent's office where the tour records, employee evaluations, etc. are located. At smaller offices they are maintained in the superintendent of mails or facility manager's office. Maintenance employee training records are filed in the postal plant engineer's office, maintenance control office or a location which is accessible to the maintetenance supervisor or job instructor. Maintain Form 2548 Series alphabetically by employee's last name, within each pay location, with a separate file for each tour.

.113 Use

Operating officials check off orientation and training each employee needs. Supervisors and job instructors refer to Form 2548 to determine what training an employee has had or needs to perform assigned jobs. Within reasonable bounds, employees may review their own Individual Training Record upon request. Recognized union representatives may also review these records for employees they represent.

.12 Form 2345, Personnel Manpower (yellow)

This is used to record clerk-mailhandler training manhours at authorized units.

.13 Form 1232, Other Service Card

This is used according to provisions in Handbook F–21.

139.2 Reports

Form 1670, Total Hours Transferred To And From Payroll Accounts, is used to transfer manhours to and from accounts including training accounts. Prepare Form 1670 according to instructions in Handbook F–21.

140 Initiating Changes

141 Local Supplements to Standard Instructional Materials

Postmasters may authorize preparation and use of instructional materials to *supplement* the standard materials (employee orientation handbook, instructor guide, craft orientation and skill training requirements, etc.) that are furnished for use with the system. This authority extends only to the use of supplementary material that (a) is clearly necessary for the orientation and training to cover topics or skills that are unique to the particular post office and (b) will not require commitment of manhours beyond those prescribed by the system.

142 Other Changes

Other modifications to improve the system, materials used with it or topics covered by it are encouraged but must be approved at Department Headquarters before they may be put into use. Proposals for this purpose are to be made by or through the Regional Director to the Assistant Postmaster General, Bureau of Personnel, Attention: Director, Training Division, who will coordinate review of proposals with other bureaus as needed. Regional Directors will submit their evaluation and recommendation to the Depart with each proposal. Proposals will be adopted for national use whenever this is merited.

CHAPTER 2

General Orientation

210 (To be published later)
220 General Orientation Handbook for New Employees
230 General Orientation Requirements
240 Instructor's Guide for General Orientation of New Employees
250 A Vital Service Film Script

CHAPTER 2

General Orientation

210 (TO BE PUBLISHED)
220 GENERAL ORIENTATION HANDBOOK FOR NEW EMPLOYEES

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FOREWORD

This handbook will give you the information you need when working in the Postal Service.

The Post Office Department over the years has established a fine record as a national and international communications network with a tradition of faithful service to the public. Each employee can take pride in this combination of communication and service.

You were picked for your job because your ability, as demonstrated by our hiring procedures, shows you can help us move the mail promptly, efficiently, and accurately. You have been added to our work force because you are needed. You will be given every opportunity to learn your job through study and training. You are now a vital and important part of one of the largest civilian organizations in the world; we are not so large, however, that your rights and dignity *as an individual* will not be deeply respected and fully protected.

From time to time problems may arise in connection with your job. Please bring any problems to light for open, frank discussion and solution. Many problems also occur simply because of lack of information. We hope, by giving you this book, to remove doubts and misunderstandings on the areas it covers.

You are a welcome part of our organization. We hope that you will enjoy a rewarding career with us.

POSTMASTER GENERAL

SECTION 1

Your Post Office Department

HIGHLIGHTS OF POSTAL HISTORY

Our postal service has come a long way since 1639, when all letters for the English colonies in America were delivered to a Boston tavern . . . with the tavern owner serving as our first "Postmaster."

Some of the more important events in our postal history were:

1775	Benjamin Franklin was appointed our first Postmaster General by the Continental Congress at a salary of $1,000 per year.
1847	Adhesive postage stamps were first used by the Government.
1858	First mail reached Los Angeles by the overland route.
1860	The "Pony Express" began operation between St. Joseph, Missouri, and Sacramento, California.
1863	First house-to-house delivery of mail in cities.
1864	Railway post office (RPO) service established.
1885	Special delivery service established.
1896	Rural free delivery service was established.
1913	Parcel post service was established.
1914	Motor vehicle operations established.
1918	First domestic airmail service was established.
1935	First Trans-Pacific airmail service—the "China Clipper"—San Francisco to Manila, was established.
1963	ZIP Code was introduced.

PURPOSE OF THE POSTAL SERVICE

> *"Let us bind these people by a chain that can never be broken and set about providing means for intercommunication so that common interests and common understanding may prevail."*
>
> —George Washington

Our basic business is picking up and delivering our nation's mail. No other Government department has as many direct, daily contacts with so many people . . . in large cities . . . in rural villages . . . throughout the fifty States, territories and possessions of our country.

Over the years the postal function has grown into a nationwide network of services and facilities for distributing and exchanging information, communicating intelligence, advancing education and culture, and moving articles of commerce and industry. This growth has made the postal system a massive and complex operation involving different classes and sizes of mail with various rates and special services. To keep this growing operation moving effectively requires the most imaginative use of manpower, the adaptation of advancing technology, the use of many kinds of transportation, the construction of carefully planned facilities, and the continuing improvement of management techniques.

Our entire economic system depends, to a great extent, on a dependable, secure postal service.

THE POSTAL ORGANIZATION

The Post Office Department is a part of the Executive Branch of the United States Government. The Postmaster General heads the Department and is a member of the President's cabinet. Through its more than 30,000 post offices, the Department collects and delivers mail, sells postage stamps, and performs other related duties.

Post Office Department Headquarters is located in Washington, D.C. Fifteen regional offices, located across the country, help manage the operation of our post offices.

The office where you are now working is headed by the postmaster. Post offices range in size from those employing thousands of people in our large cities to those in a corner of a rural store where the postmaster is the only employee. Whatever the size of the office, every employee plays a vital role in promptly moving our nation's huge volume of mail daily to its proper destination.

The person in your office closest to your career development is your supervisor. He is responsible for seeing that you are properly trained, informed, and counseled. He will gladly answer any questions on your work, assignment, schedule or on problems arising from your duties as a postal employee. Your supervisor or his representative will be happy to show you an organization chart of your postal installation.

Learn your local postal organization, its rules and procedures, and how they all fit into the nationwide mail-moving process.

SANCTITY OF THE MAILS

One of the greatest traditions of the Postal Service is the manner in which privacy of the mails is protected. This privacy is guaranteed by our Constitution. Federal law makes it clear that the protection of mail, postal funds and property is a responsibility of every postal employee. Rare indeed is the employee who fails in this public trust.

For the very few who do not take this responsibility seriously, the penalties can be severe. Dismissal from the service and possible imprisonment can result from a willful failure to safeguard the sanctity and privacy of the mail.

What are some violations of *sanctity of the mails?*

THEFT . . . An employee opens mail not addressed to him and removes the contents . . . removes canceled or uncanceled stamps from letters . . . takes any postal property for personal use.

DESTRUCTION . . . Deliberate damage or loss . . . *All classes* of mail are entitled to the same safekeeping and proper delivery. Mail is an instrument of business and commerce as well as a means of communications; American enterprise depends heavily upon the expeditious movement of the mails, and a number of persons make their living from the business generated by mail.

DAMAGE . . . Any neglect of duty that results in damage to mails . . . careless handling of parcels and other mail . . . allowing mail to remain unprotected in bad weather.

Your Job and Responsibilities

THE CHANGING POSTAL SERVICE

The Postal Service is constantly undergoing changes and advancements to improve both efficiency and service. You have an obligation to yourself and to the Department to accept and carry out each new policy, each new program, and every procedural change.

Your interest in your assignment, your desire to know your job, and your ability to grasp the techniques and know-how, will determine the success of your Postal career.

ACCURACY

You must distribute and deliver mail accurately if we are to provide our customers with the kind of service they expect and deserve. Accuracy is a *must* in all postal work.

PRODUCTION

The relation between production and cost that is so important to the successful operation of private business is also important to the Post Office Department. We must have good production from each employee. The Post Office has standards that must be met to keep its operations under control; otherwise, it would require far more employees than necessary to work and deliver our mails.

Always bear in mind that we too are taxpayers, the same as the customers we serve. Our objective is and must be to move the mail as economically as possible to avoid inexcusable waste of our tax dollars. To do this, each individual must be gainfully employed. Otherwise we will contribute to a waste of tax money appropriated for postal service.

OBEYING ORDERS AND INSTRUCTIONS

Follow carefully your supervisor's instructions. He is responsible for controlling and directing your work. Carrying out orders is part of your job, and failure to do so is a serious matter.

PERMISSION TO LEAVE WORK AREA

When working inside a station or installation, do not leave your place of assignment without first obtaining your supervisor's permission. Delivery employees must stay within the boundaries of their routes. Your supervisor is responsible for your conduct and productivity, and must know your whereabouts at all times.

PUNCTUALITY AND ATTENDANCE

When you are scheduled to work, it is important that you report for duty and report on time. Every scheduled employee is needed to keep the mail moving at a proper rate. Your unscheduled absence would place an added burden on your fellow-workers and supervisor. An employee is expected to report ready for work, as scheduled, and on time. Absence without official leave can result in disciplinary action as well as loss of pay. When absent from duty because of illness or emergency, report as soon as possible by calling in to your work station. Local procedures on this will be given you in detail at the place where you work. Requirements include using Form 3971, Request for, or Notification of, Absence, for reporting sick leave.

PERSONAL APPEARANCE AND HABITS

The Post Office Department has consistent, close, and day-to-day contact with members of the public and it is imperative that the public have confidence in the honesty and integrity of members of the Postal Service and that members of the public believe that their mail matter will be delivered quickly and safely. It is vitally important that employees do not weaken or destroy that confidence by their conduct or by their appearance. Employees whose duties bring them into contact with members of the public must be especially conscious of the fact that their conduct and appearance can affect the confidence of the public either favorably or unfavorably.

SAFETY

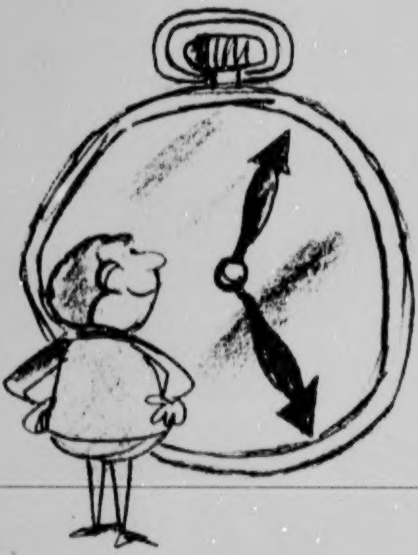
Your safety and health are important to all of us . . . and to you. Think safety and act safely in all of your assignments. This will insure protection to yourself and the mail. Enjoy a full career for you and your loved ones without injury and pain.

Safety rules are a result of a long history of serious injuries and property damage. Obey all safety rules.

PAYMENT OF JUST DEBTS

It is not the policy of the Post Office Department to interfere in the private lives of employees. However, the Department does require its personnel to be honest, reliable, trustworthy, of good character and reputation, and to conduct themselves, both during and outside of working hours, in a way that reflects favorably upon the postal service.

Postal employees must pay all just financial debts. Complaints concerning nonpayment of debts create embarrassment to the postal service and to the employee. Failure to pay just debts is a cause for disciplinary action, and can result in dismissal.



HOURS OF DUTY

Your working hours will be determined by the needs of the service. As a substitute, your hours will vary more than they will when you become regular. In larger offices, a great bulk of mail is received at night. If you are required to work between 6 p.m. and 6 a.m., you will be paid 10 percent extra for the time worked.

Sources of Postal Information

YOUR SUPERVISOR

If you desire assistance, information, or instructions, do not hesitate to talk over your problems with your supervisor. He is interested in your welfare, as well as in your proficiency as a postal employee. Further detailed information can be obtained by reference to the sources of information that follow.

THE POSTAL MANUAL

This manual is published for the information of all postal personnel by the Post Office Department from Headquarters in Washington, D.C. It contains postal policies, regulations and procedures.

POSTAL BULLETIN

Issued by the Department from Headquarters once a week, on Thursday, for the information of all postal personnel. It contains temporary instructions and other information relating to operations of the postal service, including philatelic news of interest to stamp collecters. Permanent instructions are later incorporated into the Postal Manual or some other permanent issuance.

REGIONAL BULLETIN

Issued by the Regional Director for the information of all postal employees in his region.

BULLETIN BOARDS

Current information, notices, etc., are posted on bulletin boards for employee's information. When you first report for work, locate the bulletin boards and refer to them regularly.

POSTAL LIFE

When you become a career employee, you will automatically receive POSTAL LIFE, the Department's magazine for its career employees. Your copy will be delivered to your home. The publication is intended as a ready, convenient means of communication with each employee as an individual.

It is a readable, illustrated publication which is intended to be an educational and enjoyable experience for every one of its readers. The objective is to promote understanding among all parts of the Postal System and to emphasize everyone's share in our responsibility to provide Americans with the best possible postal service.

POD PUBLICATIONS AND HANDBOOKS

Contain instructions that are too limited in application or too technical to be included in the Postal Manual. Part 114 of the Postal Manual lists the available publications and handbooks.

POD Publication 73, Code of Ethical Conduct, for postal personnel. You will receive a copy of this publication. When you do, read it, for many of the regulations which govern postal employees are contained in it.

POD Publication 53, Agreement Between Post Office Department and Exclusive Organizations. Appendix A, Chapter 7, Postal Manual; and the local agreements between postmasters and local exclusive organizations.

What You May Expect of Us

ASSISTANCE

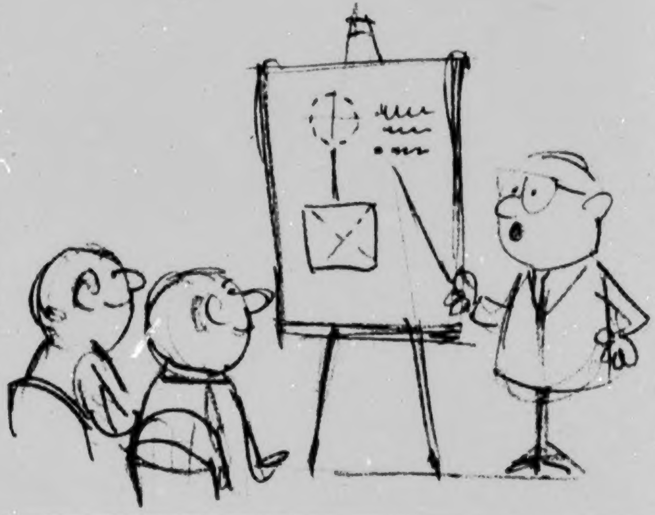
You will be assisted in every way possible to gain and maintain the skills needed to carry out your duties quickly and safely. Nothing that we can do for you, however, will replace *your own desire* for self-development and self-improvement. Your interest in your postal career . . . your desire to do your job right . . . your ability to learn clerk or carrier skills . . . all of these and more will determine your success as a person and as a postal employee.

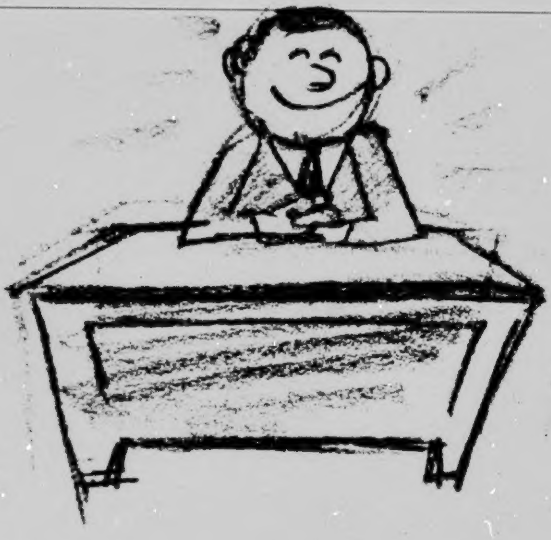
FAIRNESS

You will be respected as an adult, treated fairly and justly at all times, without discrimination of any sort. In turn, you will be required to treat your fellow employees with respect, no matter what their race, religion, sex, etc., may be. If, however, you feel you have complaints or grievances, well-defined procedures have been set up to handle them.

ADVANCEMENT OPPORTUNITY

In line with your ability and length of service, there are opportunities for you to advance in your local post office, regional office, Headquarters, and the Inspection Service.





LEARNING OPPORTUNITY

You will be trained in the skills needed for today's job; and, for your future development, additional personnel assistance and facilities will be at your disposal.

EVALUATION

At scheduled intervals, your performance and behavior will be fairly evaluated by your supervisor. Outstanding performance as well as useful suggestions to improve the service are processed through the incentive awards system and may result in cash awards and/or recognition to the employee.

INCENTIVE AWARDS

The Congress enacted the Incentive Awards to provide a tangible means for encouraging employees to participate in the improvement of Government operations and to recognize and reward employees for their participation.

Under this authority you may earn recognition for outstanding performance of duties, superior achievements for special acts or services which are over and above normal work requirements. This recognition may be either a Superior Accomplishment Award which is a one-time cash award or a quality step increase which places you in a higher step in your level and is in addition to the normal periodic step increases you earn for satisfactory performance. Your performance and behavior will be fairly evaluated by your supervisor who will recommend performance recognition when warranted.

SUGGESTION AWARDS

You may also earn recognition for suggestions which contribute to improvement in postal operations. This recognition may be in the form of a letter of commendation, certificate or a cash award up to $25,000 depending on the value of the adopted idea.

Employee suggestion blanks, Form 1269, are available at the installation in which you work. You are invited to submit any ideas you may have to improve post office operations. A suggestion should identify a problem and present your conclusion as thoroughly as possible since the presentation must convince those who evaluate your suggestion that the idea is workable and worthwhile. The amount you may earn under this authority is only limited to the extent that you search for constructive ideas and hand them in to your supervisor who begins the objective evaluation process though the final decision may rest in Headquarters.

Your Rights and Benefits

SALARY

The salary for your present job is set by law and is available from the personnel officer who processed your employment papers or from the Postal Manual. Your first pay day will be one week after the end of the pay period and every two weeks afterwards.

You may qualify for a periodic *within-level* increase of one salary step after the first 52 weeks on the job. To earn this increase, you must have a record of satisfactory performance. You may continue to qualify periodically for additional step increases, if your performance continues to be satisfactory. Employees who perform work between the hours of 6 p.m. and 6 a.m. are paid 10 percent extra of their basic compensation, as previously mentioned.

Deductions are made from your pay check for Federal and State income tax, retirement and—if you so desire—life insurance, health insurance, Savings Bonds and union dues. A good way to save regularly is by purchase of Savings Bonds through payroll deductions.

LIFE INSURANCE

You are covered by life insurance from the first day you enter on duty unless you sign a form stating you do not wish to be covered. If you so state, you cannot buy this insurance until a year later and not even then unless (1) you are under 50 years of age, and (2) you pass a physical examination. The amount of insurance you may buy is determined by your rate of pay. The small premium is deducted from each pay check.

Optional life insurance in the amount of $10,000 is available under the same general eligibility conditions as regular insurance and payment of extra cost based on age.

INSURANCE POLICY

HEALTH BENEFITS

Various plans for protecting you and your family against the expenses of illness and accident are available. The Federal Government, as your employer, will pay part of the cost. The amount you pay and the benefits you get are described in brochures available from the personnel office. Unless your type of appointment prohibits coverage, you will be required to register under the Federal Employees Health Benefits Program within 31 days after the effective date of your appointment. Your postmaster or personnel office will assist you.

LEAVE

In the Post Office, approved time off is called *leave*. You may take leave for vacation (annual leave), for sickness (sick leave), for official ordered military training (military leave), for personal affairs (charged against your annual leave) and for jury duty (court leave).

ANNUAL LEAVE

Employees earn annual leave as follows:

First 3 years of service—1 hour for each 20 hours in a pay status, not to exceed 104 hours per year (13 eight-hour days).

3 to 15 years of service—1 hour for each 13 hours in a pay status, not to exceed 160 hours per year (20 eight-hour days).

15 years or more of service—1 hour for each 10 hours in a pay status, not to exceed 208 hours per year (26 eight-hour days).

As a new employee, you must be employed for 90 days before you can use annual leave and, as long as you are a substitute, you must earn annual leave before you can use it.

The amount of leave you earn depends upon your length of Government service, including creditable military service. Vacation periods are arranged, generally, according to needs and conditions existing at the installation where the employee works. Obviously, it would be impractical for all employees to leave on vacation during the same period. However, when you have earned annual leave, you can apply for such leave, or part of it, on a Form 3971. If conditions permit, your supervisor may approve your application. Although annual leave may be granted in minimum units of 1 hour to attend to personal affairs or for emergencies (with permission from your supervisor), you are encouraged to take a vacation every year to enjoy some rest and recreation. This is the major purpose of annual leave. You may carry over annual leave, not to exceed 30 days, to a new leave year.

SICK LEAVE

You are entitled to use sick leave whenever you are unable to work (1) because of illness; (2) because you have been exposed to a contagious disease (one from which your local health authorities quarantine) which would endanger the health of others if you were at work; (3) because it is necessary for you to be absent during your scheduled tour for medical, dental or optical examination or treatment. Sick leave is granted in minimum units of one hour. All employees earn sick leave at the rate of 1 hour for each unit of 20 hours in a pay status, but no more than 104 hours during any calendar year. There is no limit on the amount of sick leave you can accumulate. Thus, it is possible to protect yourself against loss of income in case of a long illness. Give notice of illness as soon as practicable so that the cause of your absence may be known at the earliest possible time, the facts recorded, and schedules adjusted. If it becomes necessary to leave home for any reason while on sick leave, leave word where you can be reached, should your absence be investigated. Complete an application for sick leave on Form 3971 promptly upon return to duty. If absent for more than 3 days, a medical certificate or other acceptable evidence is required.

As a general policy, the certificate of a physician is not required to cover an absence of 3 days or less, unless it is deemed desirable for the protection of the interest of the service. If an employee has a poor attendance record, he may be required to submit medical or other administratively acceptable evidence to justify any absence from duty to be covered by sick leave.

MILITARY LEAVE

If you are a member of the National Guard or one of the reserve forces of the military service and worked as much as 1,040 hours in the preceding calendar year, you may be entitled to military leave not exceeding 80 hours in a calendar year without loss of pay, for field exercises or instruction (drills). Absence from work for these purposes is without charge against annual leave. However, should you exhaust your military leave, absence must be charged to annual leave or LWOP. Postal employees who are members of National Guard units called to duty by State governors are not entitled to military leave if their unit is not federalized. However, postal officials may grant up to three days excused absence when employee members of National Guard units are called to duty by State governors and are not federalized. Leave beyond the three days must be charged to annual leave or leave without pay. When covered by military leave, present your official orders to your postmaster or personnel office before your scheduled military assignment.

JURY DUTY

When called upon to serve as a juror in a Federal or State Court, or as a witness in an official capacity for the Post Office Department, a substitute employee may retain fees received for court or jury duty. He will not receive any pay from the Post Office for this time. However, an annual rate employee will receive his regular salary during the time he is on court or jury duty. The fees he receives from jury duty will be turned over to the Post Office Department.

SENIORITY

In general, seniority refers to status, priority or precedence of personnel, achieved by length of service in a given job, as in determining an employee's relative standing for promotion or for a desired assignment. Details on rules of seniority are in the National Agreement between the Department and the employee organizations which is contained in Appendix A, Chapter 7 of the Postal Manual.

GRIEVANCE PROCEDURES

If you have a grievance, consult your supervisor. He is interested in maintaining proper conditions and will want to correct a problem as much as you do. Most grievances can be settled immediately. If detailed information on Grievance Procedures is desired, refer to part 746 of the Postal Manual. If you desire assistance or clarification of information or instructions, do not hesitate to discuss your problems with your supervisor. He is interested in your welfare, as well as your proficiency as a postal employee.

POSTAL EMPLOYEE ORGANIZATIONS

Executive Order 10988 of January 17, 1962, *Employee-Management Cooperation in the Federal Service*, grants employees of the Federal Government the right, and protection in the exercise thereof, without fear or penalty or reprisal, to form, join and assist any employee organization or to refrain from any such activity. In exercising this right, employees and their representatives shall be free from any interference, restraint, coercion or discrimination except that (1) postal employees shall not join any organization or association which directly or indirectly imposes upon them any obligation or duty to engage or assist in any strike against the Government of the United States; (2) postal employees shall not join any political party of any organization which advocates the overthrow of the constitutional form of Government of the United States.

Each employee organization has local representatives who will be glad to explain the benefits they believe would interest an employee in becoming a member. A list of exclusively recognized national organizations is in Appendix A to Chapter 7 of the Postal Manual.

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of our Government to provide equal opportunity in Federal employment for all qualified persons, to prohibit discrimination in employment because of race, religion, color, national origin, or sex, and to promote the full realization of equal employment opportunity through a positive, continuing program in each executive department and agency. The policy of equal opportunity applies to every aspect of Federal employment policy and practice.

Any employee who feels he has been discriminated against because of his race, creed, color, national origin, or sex, may file a complaint without fear of reprisal.

SOCIAL SECURITY

All postal employees in the *temporary* category are under the Social Security Act. Until career status is achieved, such employees are not subject to the Civil Service Retirement Act. The Social Security Program provides for annuities at age 62 or 65 and protection for dependents.

RETIREMENT

At this stage of your career, retirement probably seems a long way off. Nevertheless, the Government's concern for your welfare is best shown in its fine retirement plan.

A percentage of your earnings is withheld each pay period, and, if you are a career employee, this money stays in the Civil Service Retirement fund until you retire or leave the practice. The Post Office Department is fully committed to this policy. Hirings, assignments, promotions, and all other personnel actions will be made on the basis of merit and qualifications.

Your postmaster or personnel officer will be happy to give you an example of how much your retirement might be. Your copy of *Certificate of Membership in the United States Civil Service Retirement System* will also furnish you complete information.

SCOPE OF THIS BOOKLET

The scope of this booklet is limited to matters of most frequent or greatest interest to new employees. More detailed information can be obtained by referring to the sources of postal information mentioned on page 6. If you have a problem or any unanswered questions, talk to your supervisor. He wants to assist you in any way he can, and one of his primary duties is to help you adjust satisfactorily to your new job.

THE PRINCIPLES OF GOOD PATRON RELATIONS

Good Customer Relations Are an Important Part of Your Job. Whenever and Wherever YOU Deal With Customers, YOU Represent the Post Office.

To Your Patrons, You ARE the Post Office. It is easy to Build Good Will. Here's how:

SMILE...It's Contagious

A friendly smile is a winner, time after time.
It puts the customer at ease– and on YOUR side.
"Smile and the World Smiles With you. . ."–You'll get mighty few scowls when YOU lead with a smile.

Show Interest and Courtesy

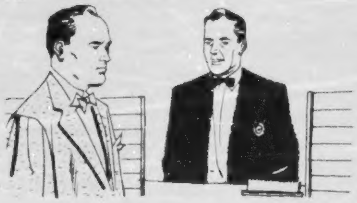
Be sympathetic with your customer's problem.
Listen attentively.
Don't hurry your customer; hear him out.
Promise your help–and KEEP that promise.

Be Competent...Know Your Job

The customer expects–and deserves–competence and correct information.
Learn all you can about your job–know it thoroughly.
If you don't know, admit it–and find the answer.
Don't guess or bluff; your customer will lose confidence in you–and in the Post Office.

Some DOs

Do your best to win your patron's friendship.
"Do Unto Others. . ." Treat your customer with respect, the same respect you wish from him.
Do the courteous thing at all times–be patient and considerate.



Some DON'Ts

Don't contradict or criticize your customer; simply explain your viewpoint.
Don't argue with a patron; arguments are always lost, never won.
Don't jump at conclusions; be sure of your ground before you speak.
Don't demand or insist; instead, politely suggest.
ABOVE ALL . . . .

DON'T FORGET... *The Smile and Friendly Greeting*

230 GENERAL ORIENTATION REQUIREMENTS

POST OFFICE DEPARTMENT

GENERAL ORIENTATION REQUIREMENTS

Training Iden. No.		Topic	Basic Time
010	For All Entry Level Positions (except appointments for less than 60 days)	Indoctrination	15 minutes

Instructor to be (Position) Postmaster or Designee	When Should Training be Conducted If practicable, first day in duty status
Where Should Training be Conducted Classroom or quiet area	

Points to be Covered	Instructional Aids and Notes for Instructor
A. Importance of observing requirements B. Purpose of orientation program C. Information to be remembered D. Function of post office E. Importance of time and accuracy F. Relationship of postal employees to the public G. Conduct required of postal employees H. Manner in which duties are performed I. Importance of obeying orders from supervisors J. Maintenance of satisfactory personal habits K. Structure of Post Office Department L. Equal Employment Opportunity—Relationship of postal employees to each other (different races, religions, etc.) M. Role of supervisors	

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POST OFFICE DEPARTMENT

GENERAL ORIENTATION REQUIREMENTS

Training Iden. No. 010	For All Entry Level Positions (except appointments for less than 60 days)	Topic Time Recording Procedure	Basic Time 20 minutes

Instructor to be (Position) Training Officer or Official Responsible for Personnel	When Should Training be Conducted If practicable, first day in duty status
Where Should Training be Conducted Classroom or quiet area	

Points to be Covered	Instructional Aids and Notes for Instructor
I. Other than PSDS Offices	
A. Function and explanation of timecards	Form 1230 and 1232
B. Time recording procedures	
C. Importance of ringing timecard correctly	
D. Prohibition against allowing anyone else to ring timecard and handling cards improperly	
II. PSDS Offices	
A. Explanation of Postal Source Data System	
B. Film *Operation of Input Devices*	16mm projector and screen 16mm film *Operation of Input Devices*
C. Functions of badge card and badge reader	
D. Recording procedures	
E. Discussion of information in Publication 106	POD Publication 106

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POST OFFICE DEPARTMENT
GENERAL ORIENTATION REQUIREMENTS

Training Iden. No. 010	For All Entry Level Positions (except appointments for less than 60 days)	Topic Vital Service	Basic Time 30 minutes

Instructor to be (Position)
Training Officer or Personnel Assistant

Where Should Training be Conducted
Classroom or quiet area

When Should Training be Conducted
If practicable, first day in duty status

Points to be Covered	Instructional Aids and Notes for Instructor
A. Theme of session (communication and service)	
B. Primary function of post office	
C. Introduction of film	Show film, *Vital Service*
D. Discussion of film	16mm projector and film, *Vital Service*
E. Roles of different crafts	
F. Assignment to duties normally associated with another craft	
G. Importance of good customer relations	

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POST OFFICE DEPARTMENT

GENERAL ORIENTATION REQUIREMENTS

Training Iden. No. 010	For All Entry Level Positions (except appointments for less than 60 days)	Topic Employee Obligations and Personal Appearance	Basic Time 40 minutes

Instructor to be (Position)
General Superintendent of Mails or Director, Operations or Designee

Where Should Training be Conducted
Classroom or quiet area

When Should Training be Conducted
If practicable, first day in duty status

Points to be Covered	Instructional Aids and Notes for Instructor
A. Probationary period and supervisor's role in evaluating employees	
B. Evaluation standards	Chart of standards
C. Punctuality and attendance	
D. Procedure for notifying work station when unable to report for duty as scheduled	
E. Leave Form 3971 and ATAL program	Form 3971
F. Requirements for medical certificate or other acceptable evidence of incapacity for work for absences over 3 days or when employee is suspected of abusing sick leave privilege	
G. Obeying orders and instructions from supervisor	
H. Prohibition against delivery employees deviating from route and other employees leaving work area without permission	
I. Job performance	
J. Personal appearance and cleanliness	
K. Type of clothes to wear on following day when reporting for craft orientation and job assignment	
L. Current address and telephone number on file	
M. Identification badges or buttons	
N. Outside employment, smoking, drinking intoxicating beverages, use of narcotics and drugs, or gambling while on duty. Soliciting others for personal gain while on duty.	

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POST OFFICE DEPARTMENT

GENERAL ORIENTATION REQUIREMENTS

Training Iden. No.		Topic	Basic Time
010	For All Entry Level Positions (except appointments for less than 60 days)	Sanctity of the Mails	10 minutes

Instructor to be (Position) Local Inspector, when available	When Should Training be Conducted If practicable, first day in duty status
Where Should Training be Conducted Classroom or quiet area	

Points to be Covered	Instructional Aids and Notes for Instructor
A. Sanctity of the seal B. Proper handling of mail C. Function of inspection service and observation galleries D. Examples cited of employees who violated the sanctity of the mails	

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POST OFFICE DEPARTMENT

GENERAL ORIENTATION REQUIREMENTS

Training Iden. No. 010	For All Entry Level Positions (except appointments for less than 60 days)	Topic Safety and Emergency Procedures	Basic Time 40 minutes

Instructor to be (Position) Safety Officer or Personnel Assistant	When Should Training be Conducted If practicable, first day in duty status
Where Should Training be Conducted Classroom or quiet area	

Points to be Covered	Instructional Aids and Notes for Instructor
A. Accident rate in post office and primary causes	
B. Unsafe practices and conditions	
C. Location of first aid unit	
D. Compensation benefits and discussion of Form BEC-11	Give employees Form BEC-11
E. Discussion of Civil Defense procedures	
F. Discussion of local emergency procedures	
Identification of fire alarm signal	
Location of fire exits	
Location of fire extinguishers	General Orientation Handbook for New Employees, part 220
Building evacuation procedures	
G. Other conditions peculiar to your installation such as hurricanes, severe snow, tornadoes, etc.	
H. What to do in case of fire	
I. Smoking regulation	
J. Safety Slide Kit for General Orientation	Slide-Script Kit on Safety for General Orientation

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GENERAL ORIENTATION REQUIREMENTS

Training Iden. No.		Topic	Basic Time
010	For All Entry Level Positions (except appointments for less than 60 days)	ZIP Code	15 minutes

Instructor to be (Position) Training Officer	When Should Training be Conducted If practicable, first day in duty status
Where Should Training be Conducted Classroom or quiet area	

Points to be Covered	Instructional Aids and Notes for Instructor
A. Explanation of ZIP Code	
B. Discussion of POD Publication 87 What is ZIP Code? Who benefits and how? Services available to the customer Two-letter State abbreviations	POD Publication 87

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POST OFFICE DEPARTMENT

GENERAL ORIENTATION REQUIREMENTS

Training Iden. No. 010	For All Entry Level Positions (except appointments for less than 60 days)	Topic Discussion of Fringe Benefits and Conclusion	Basic Time 30 minutes

Instructor to be (Position) Training Officer or Official Responsible for Personnel	When Should Training be Conducted If practicable, first day in duty status
Where Should Training be Conducted Classroom or quiet area away from work area	

Points to be Covered	Instructional Aids and Notes for Instructor
Clarification and Discussion of Information in the Employee's Handbook on the Following:	General Orientation Handbook for New Employees, part 220
A. Salary—Hourly and annual scales for grades of employees in attendance—Payday—Where pay checks are obtained	Chapter 7, Postal Manual
B. Annual Leave—Number of days earned—When it can be used	
C. Sick Leave—Purpose—Number of days earned	
D. Life Insurance—Amount of coverage—Cost to employee and the Government	
E. Health Insurance—How to enroll—When to enroll—Where to enroll—Types of plans available including employee organization plans	
F. Retirement—Disability provisions—Highest possible annuity—Cost to employee	
G. Incentive Awards	
H. Department's Orientation and Craft Skill Training System	
I. Conclusion	

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POST OFFICE DEPARTMENT

GENERAL ORIENTATION REQUIREMENTS

Training Iden. No. 010	For All Entry Level Positions (except appointments for less than 60 days)*	Topic Tour of Major Mail Processing Installation	Basic Time 30 minutes

Instructor to be (Position)
Line Foreman

Where Should Training be Conducted
Classroom or quiet area away from work area

When Should Training be Conducted
If practicable, first day in duty status

Points to be Covered	Instructional Aids and Notes for Instructor
A. Discuss diagram of work areas and flow of mail	Diagram of major work areas and flow of mail. (Either furnish to each trainee or outline on visual aid.)
B. Explanation of incoming and outgoing mails	
C. Tour of major work areas	
D. Discussion of work areas observed on tour and interrelationship of the different crafts Give each distribution clerk trainee a diagram of case to which they will be initially assigned. Ask them to study location of separation and bring diagram to class the following day.	

*All new craft employees, except mailhandlers and clerks, who are to be assigned to the major facility. For clerks and mailhandlers, assigned to the major facility, see part 320 and 330 for information on their tour.

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240 INSTRUCTOR'S GUIDE FOR GENERAL ORIENTATION OF NEW EMPLOYEES

241 Welcome by Head of Installation or Designee

This part of the program should be developed by the head of the installation. The paragraphs labeled *requirements* must be covered at each session. The others are simply guidelines and are not all-inclusive.

Key Points	Time: 15 Minutes *Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Welcome to the post office	On behalf of the (number of) employees of the (name) post office, I would like to welcome you to the postal service. The Postmaster General also expresses his welcome to you in your copy of the Orientation Handbook. We hope you adjust satisfactorily and quickly to your new job.	Attentiveness, listening
Desire that you make a career in the post office	Many of our employees have made fine careers in the post office. We hope that you will too. (Relate instances of employees retiring with various years of seniority)	
A good job but not an easy one	These retiring employees found the post office job a good one and worthy of pursuing as a career. We hope you will have a similar experience. However, there are certain requirements you will have to fulfill if you wish to make a career out of the post office.	
Information furnished in the orientation sessions	During these orientation sessions, many of these requirements will be discussed. Make note of them and ask questions if anything is not clear. Your career in the post office will depend upon your observing these requirements.	
Purpose of the orientation program	This orientation program will give you the information you need to exercise your rights and privileges and to fulfill your responsibilities as a postal employee.	
Information that you should remember from these sessions	The following items will be discussed in detail during these orientation sessions. You should pay very close attention to them since your future in the Postal Service is closely related to them.	

Key Points	*Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Information that you should remember from these sessions (Con't.)	1. Policies, rules and procedures governing postal employees 2. Standards of conduct and performance for postal employees 3. Importance of observing the sanctity of the mails 4. Requirements of your job and why they must be observed in order to complete the probationary period satisfactorily 5. The importance of safe working practices and of responsible conduct at all times.	Attentiveness, listening
Function of the post office	The post office has an absolute monopoly on the business of delivering letter mail over post routes. No other organization can deliver letter mail over these routes. However, with this monopoly goes an obligation to the public to accomplish our mission as accurately and as fast as possible.	
Our motto SPEED AND ACCURACY	Our motto is speed and accuracy. Accuracy is necessary when handling mail, for if not observed, mail will have to be rehandled, resulting in delay. Speed and accuracy are needed from all employees in distributing, transporting, and delivering mail.	Requirement
Relationship to the public	Those of you who will meet the public should realize that you are now representing the post office. The image you create could very easily become the customer's impression of the entire post office. Therefore in your contacts with the public, be as pleasant and cooperative as possible.	Requirement
Higher requirements	The conduct of postal employees as servants of the public, is subject to more restrictions and to higher standards than that required in many jobs. The conduct of employees during and outside of working hours must reflect favorably upon the postal service. It is not the policy of the Post Office Department to interfere with the private lives of employees, but postal personnel are required to be honest, reliable, trustworthy, and of good character and reputation.	(Ref: PM 744) (PB 20656, 8–1–68) Requirement

242 Time Recording Procedures

OTHER THAN P.S.D.S. OFFICES

Key Points	Time: 20 Minutes *Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
1 Function of timecard	State that pay is based on the time represented by rings placed on timecard. No other record of time worked is kept.	Ref: F-21 Handbook PM 843 and 744
2 Explanation of timecard	(Give blank timecards to trainees) Explain the location of spaces for each ring: 1. Beginning of tour 2. Out for lunch 3. Back from lunch 4. Out at end of tour Explain the four spaces for each day in pay period. Explain the front and back of timecard: spaces for rings for seven days on each side. Stress importance of ringing in on the proper space and for the proper day. Show the front and back of card. Explain where rings are placed for beginning of pay period.	Follow explanation by observing the items under discussion on the timecard that was passed out
3 Time recording procedures	Select space for first ring of today. Explain the procedure for ringing. Insert space under prong of timeclock. With left hand, extend card in timeclock as far as it will go. Hold card in with left hand; verify that space is centered correctly by centering the lines of spaces at back of timecard. Continue to hold card in place with left hand. Pull lever down with right hand.	
4 Ringing timecards	Demonstrate the ringing procedure. (Have trainees ring their cards; observe and correct when necessary)	Go to timeclock
5 Other functions of timecards	Social security number, pay location number, annual leave balance and sick leave balance. (Memorize the first two when they appear on the card.)	Ring timecard properly

Key Points	*Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
6 Who may ring timecard	Make clear that only the employee is allowed to ring his timecard. (Each employee must ring only his own timecard and never allow anyone else to ring it. If an employee violates this rule, he falsifies a time record and breaks a Federal law.)	Ring timecard properly
7 Importance of ringing correctly	Question trainee "Why is it important that you ring your card correctly?"	Response should indicate: It is the only record kept of time worked; or it is the basis for pay; or something similar
8 Prohibitions against handling cards improperly	Explain that these are data processing cards and must be run through a computer; thus, they must not be torn or mutilated in any way. Do not place paper clips or any other extraneous matter on them.	
9 Clarifying questions	Ask for questions on timecards and recording of time on timecards.	Ask questions if anything is not clear

IN P.S.D.S. OFFICES

Time: 20 Minutes

Explanation of the Postal Source Data System	Explain that the Postal Source Data System collects and prints data, by automatic data processing means, for time and attendance, labor distribution, and volume recording of mail.	(Ref: POD Publications 104 and 106) Attentive—Listen 16-mm projector and screen 16-mm film—Operation of Input Devices
	Introduce and show film—*Operation of Input Devices*	POD Pub. 106, *Postal Source Data System*
Badge card	Discuss the following functions of badge cards: 1. Each employee is issued a badge card with name, social security number and other information for administrative purposes printed on face of card. 2. Your time and attendance recorded from the badge card by a badge reader are used as a basis for your pay check.	POD Pub. 104, *PSDS Supervisor's Handbook*
Badge reader	Demonstrate how the badge card is placed in the badge reader.	
Recording procedures	Show how the following activities are recorded: 1. Begin tour	

Key Points	*Discussion—Presentation*	*Instructional Aids Instructor Notes Related Trainee Activity*
Manner in which duties are performed	Postal employees shall be prompt, courteous, and obliging in performing their duties. They shall attend quietly and diligently to their work and refrain from loud talking and profane language on or near postal premises and when on street duty.	(Ref: PM 744) (PB 20656, 8-1-68) Requirement
Obey orders from supervisors	Postal employees shall obey the instructions of their supervisors. When an employee feels he has reason to question the propriety of a supervisor's order, he shall nevertheless carry out the order. He may file a protest later under the official grievance procedure, if he desires to do so.	Requirement
Maintenance of satisfactory personal habits	Postal employees are required to maintain satisfactory personal habits so as not to be obnoxious or offensive to other persons or to create unpleasant working conditions. Cleanliness is a must for all postal employees.	Requirement
Attendance requirements	Postal employees are required to be regular in attendance and shall not absent themselves from duty without permission. Employees failing to report for duty on days they are scheduled, including Saturdays, Sundays, and holidays, will be considered absent without leave except in actual emergencies which prevent obtaining permission in advance.	Requirement
Short history of the local post office	The __________ post office was established in ________. The first office was located at __________ and __________ street. In __________ we had ______ employees, today we have ______ carriers, ______ clerks, ________ mailhandlers, etc. Our receipts in ________ were $__________; last year our receipts amounted to $__________.	Prepare locally
Structure of the Post Office Department	Discuss the organizational structure of the post office. Local Post Office—Names of postmaster, assistant postmaster or directors of installation and operations Relationship of local post office to regional office	

Key Points	*Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Structure of the Post Office Department (Con't.)	Give the Regional Director's name. Relationship of regional office to Headquarters in Washington, D.C. Give names of the Postmaster General and Deputy Postmaster General Explain relationship of Postmaster General to the President and the Congress Tie back to how ultimately we are all responsible to the public	Prepare locally
Equal Employment Opportunity	Discuss the Equal Employment Opportunity Program Explain that employees may be working with or supervised by persons of national origins or religious beliefs different from theirs, and, if unable to accept a work situation of this nature, they should consult the personnel office.	
Role of supervisors	The supervisors of this post office are pledged to do everything they can to assist each employee to make a satisfactory adjustment to the post office job. If at any time you need assistance, contact your immediate supervisor.	
Closing Remarks	(Develop appropriate closing remarks.)	

Key Points	*Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Recording procedures (Con't.)	2. Out to lunch 3. In from lunch 4. Moving to new assignment 5. End tour	
POD Publication 106, Postal Source Data System	Give trainees POD Publication 106 and discuss information in this publication.	Read publication
Clarifying questions	Ask for questions if anything is not understood. Explain that additional instructions will be given, when needed, by their supervisor.	Ask questions if anything is not clear

243 A Vital Service

Key Points	Time: 30 Minutes *Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
	State that the theme of this session is *service.*	
Primary function of post office	State that the post office is a service organization. Our primary function is to render a service to the public. Raise Question: "What is the service that the post office renders to the public?" Explain that "delivery of mail" is substantially correct since this is the primary concern of the post office. Note, however, that in order for our delivery employees to do their jobs correctly, many other activities are necessary. Mail must be collected, processed and transported before it can be delivered.	Response indicated: "Delivery of mail," or something similar
Introduction of film (or slides or brochure)	Prepare trainees for film: I am going to show a film that portrays the roles of our different employees' crafts in accomplishing the primary mission of the post office. The title of the film is *A Vital Service.* Identify the services performed by your particular craft in the film. We will discuss the interrelationships of all crafts afterwards. (Use same approach if introducing slides or brochure.)	
Discussion of film	Show film or slides or discuss brochure.	16-mm projector movie screen, film, "Vital Service"
Role of crafts	Observe that trainees have seen how our different crafts perform their jobs in the post office. Note that some employees never deliver mail but all jobs are important in accomplishing this vital service we render to the public.	
Carriers	Discuss some of the interrelationships involved between the different crafts. Start questioning period. Before the carrier receives mail for delivering, what other crafts are involved?	Response indicated: Before the carrier receives the mail, it must be processed by clerks
Clerks	What part does the clerks craft play in this function?	

Key Points	*Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Mailhandlers	How is the mail prepared before reaching distributing units? What craft is responsible for this activity?	Mailhandlers, primarily, are concerned with canceling, facing, and preparing mail for distribution
Motor vehicle operators	How is the mail transported between terminals, airports, and stations?	This is a duty of motor vehicle operations personnel
Vehicle maintenance	Whose responsibility is it to keep vehicles in top operating condition?	Vehicle maintenance personnel
Special delivery messengers	Show approval as period proceeds, for example: "That is correct, vehicle maintenance personnel are responsible for maintaining our vehicles in top operating condition so the MVO employees, motorized carriers, and special delivery messengers can perform their jobs.	
Mail processing equipment	Whose responsibility is it to maintain our mail processing equipment in top operating condition? The importance of this function is evident. If the machinery in our facilities was not kept in top-operating condition, mail could not move, would not be canceled, etc.	Mail processing equipment employees (MPE)
Building service	What is the role of our building service employees? Our health and well-being depend upon people in this craft performing their job efficiently.	They are responsible for maintaining clean and healthful conditions in our facilities
Assignment to duties normally associated to another craft	1. Note that trainees have seen roles primarily performed by different crafts. 2. Indicate it is the Department's policy to have work performed by crafts as shown. Exceptions to this policy may be made, however, when service needs require.	
	3. Employees may be used in a dual capacity as needs of the service require. Pose question: "Could clerks be required to deliver mail?" Explain: "This is true, for our primary objective is to accomplish the earliest possible delivery of mail. In some instances, as the needs of the service require, you may be called upon to perform duties other than	Response indicated: "Yes."

Key Points	*Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Assignment to duties normally associated to another craft (Con't.)	those specifically stated in your position description."	Response indicated: "Yes."
Importance of good customer relations	Discuss the importance of practicing and maintaining good relations with the public. Public contact employees, such as carriers, special delivery messengers, and window clerks, have an important function in establishing good public relations. Realize that you are establishing a public image for all postal employees. This image will also affect the way the public will respond to you in your future contacts. State that our public contact employees are often made aware of the service function of the post office. Unfortunately, our other employees are not able to develop this awareness through face to face contact with the public. Nevertheless, all postal employees are equally responsible for giving the best service to the public.	
Clarifying question	Are there any questions concerning the film or discussion?	Ask questions if anything is not clear

244 Safety and Emergency Procedures

Key Points	Time: 40 Minutes *Discussion—Presentation*	*Instructional Aids Instructor Notes Related Trainee Activity*
Safety Accident rate in post office	Explain that post office work is not high-hazard type work, but our injury frequency and severity rate should be lower. Most injuries to postal employees are caused by employee error. About 85 percent are due to unsafe acts of persons, or are a result of acts contrary to established safety procedures and instructions.	(Ref: Handbook P-13, Ch. VI)
Primary causes of accidents in post office	State that the primary causes of accidents in post offices are unsafe lifting and failure to observe—which in turn results in slips, trips and falls. Other major causes are striking against objects, dog bites and motor vehicle accidents. Also bear in mind as we increase mechanization, accidents in this area become pertinent.	Safety slide kit for general orientation, slide projector, screen
Steps in safe lifting	Discuss steps in safe lifting: 1. Keep load close to the body 2. Bend knees and keep back straight 3. Keep balanced—Don't lift in awkward position 4. Be sure of good footing 5. Lift steadily, "Heft the load" for weight and secure a firm grip before you start to lift 6. Get help in lifting heavy objects 7. Don't fight to recover a dropped object 8. Don't twist while lifting or lift while twisted	
Causes of falls	Discuss the causes of falls: 1. Failure to observe hazards 2. Working or walking at unsafe speeds 3. Preoccupation. Example: Carrier looking at addresses on letters while going up or down stairs and curbs	

Key Points	*Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Unsafe practices and unsafe conditions	Discuss primary causes of all accidents: 1. Unsafe practices 2. Unsafe conditions Bring out that one or both of these must be present in an accident, for accidents do not just happen. Awareness and recognition of hazards is the primary personal factor in accident prevention. When we have this awareness, we can take corrective action to evade an accident.	(Ref: Form BEC-11; PM 726 and 761)
	Develop this situation: Maximum weight of sacks and pouches—80 lbs. If an employee lifts a sack weighing 100 lbs. and sustains an injury, was the injury caused by an unsafe act or condition?	Respond with: An unsafe practice caused the injury if the employee lifted incorrectly or if the employee did not request aid. An unsafe condition is the overloaded 100 lb. sack. The men who overloaded the sack also performed an unsafe practice
	Explain that injuries sustained on the job must be reported to the supervisor immediately.	
Location of first aid unit	Tell where the first aid unit is located. Explain office procedure for leaving work area to go to first aid unit.	
Compensation benefits	Explain the compensation benefits for injury or death: 1. Medical care 2. Disability benefits—pass out Form BEC-11, *When Injured at Work* 3. Death benefits	
Form BEC-11	Discuss Form BEC-11	Give trainees a copy of Form BEC-11
Clarifying question	Are there any questions on safety?	Ask questions if anything is not understood
Concluding statement	A safe worker draws a full pay check. If you are injured on the job and have to be off from work under job compensation, your pay will be only $\frac{2}{3}$ or $\frac{3}{4}$ of your regular pay.	
Emergency Procedures Civil Defense procedures	In a nuclear attack or other serious emergency in the United States, postal employees will cooperate fully by participating in postal Civil Defense activities. These activities will be as-	

Key Points	*Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Emergency Procedures Civil Defense procedures (Con't.)	signed by postmasters and other installation heads. Employees not predesignated for emergency postal assignments are encouraged to volunteer their services to State and local Civil Defense organizations.	Ask questions if anything is not understood
Local emergency procedures	Discuss the emergency procedures for your installation.	
Fire alarm signal	Describe the fire alarm signal.	
Fire exits	Ask trainees to locate fire exits in their assigned units.	
Fire drills	Mention fire drills are scheduled periodically. Describe how employees should leave the building.	
Fire extinguishers	Explain the use of fire extinguishers and why their locations should be remembered.	
Local emergency conditions	Discuss local conditions peculiar to your installation, such as hurricanes, severe snow storms, tornadoes, etc.	

245 Employee Obligations

Key Points	Time: 40 Minutes *Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Probationary period	Discuss the 1-year probationary period for new employees. Compare the probationary period to a get-acquainted period. Mention that the employee has the opportunity to determine if he wants to make the post office job a career and the post office has the same right to determine if the employee should be a career employee.	(Ref: PM 715)
Supervisor's role in evaluation of employees	Discuss the supervisor's role in evaluating employees: Informal rating—throughout the probationary period.	
When employees are evaluated	Formal ratings—end of 3 months end of 5 months end of 10 months Explain that a recommendation is made after each formal rating for or against retention of employee in the postal service.	
Evaluation standards	Explain standards by which employees are evaluated: 1. Amount of work 2. Accuracy 3. Reliability 4. Neatness 5. Thoroughness 6. Application to duty 7. Conduct 8. Ability to get along with others 9. Cooperativeness Discuss each of the nine evaluation standards. Show how all are important and necessary behavior patterns for all employees if the post office is to function efficiently.	List on blackboard or chart Trainee takes notes
Punctuality and attendance	Discuss the importance of reporting to work on time as scheduled—Tie back to standards 3, 6, and 9. Tell them the regular contribution of each employee's efforts are essential in ac-	(Ref: PM 744 and 721.434)

Key Points	*Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Punctuality and attendance (Con't.)	complishing the mission of the post office. Bring out that an employee's unscheduled absence places an added burden on his fellow workers and supervisors. There are jobs that must be covered in the post office. If not, the mail will be delayed. Emphasize: Reporting to work as scheduled—on time—in appropriate clothing or uniform. This includes Saturdays, Sundays, and holidays.	(Ref: PM 774 and 721.434)
Local office procedure for notifying work station when unable to report for duty	Describe how an employee notifies his work station when unable to report for duty because of illness or emergencies. Emphasize conserving sick leave—cite examples of employees who are off from work for long periods of time and continue to draw full pay. Discuss the value and peace of mind derived from accumulated sick leave. Bring out the insurance factor. Discuss the high cost of an insurance policy which would pay benefits similar to accumulated sick leave.	List telephone numbers
Form 3971, Request for Notification of Absence	Explain that Form 3971 must be completed for all absences from duty. A medical certificate or other acceptable evidence of incapacity for work must be obtained to cover absences of more than 3 days. If evidence exists which indicates the employee has abused the sick leave privilege, he may be advised in writing that, until further notice, any application for sick leave, even though less than 3 days, must be supported by a medical certificate or other acceptable evidence.	
Obeying orders and instructions from supervisors	Discuss the importance of obeying orders and instructions from supervisors—Bring out that the supervisor is responsible for directing and controlling the work of employees and that carrying out your supervisor's orders is part of your job. Tie back to standards 3, 6, 8, and 9.	
Adverse personnel actions and employee appeals	State that whenever orders, instructions, or rules of conduct have not been followed and it is necessary to take disciplinary measures against an employee the overriding considerations shall be that the action taken shall be corrective rather than punitive and that it	Ref: PM 746.4 Article X, National Agreement

Key Points	*Discussion—Presentation*	*Instructional Aids Instructor Notes Related Trainee Activity*
Adverse personnel actions and employee appeals (Con't.)	must be influenced by impartial considerations of the dignity of the individual, justice and equality. Disciplinary actions are to be taken only when necessary to correct an employee's conduct, to maintain order and to promote the efficiency of the postal service. The policy on discipline is outlined in Article VIII, National Agreement. Any employee who has completed six consecutive months of employment from date of appointment has the right to appeal an adverse action taken against him. The adverse action appeal procedure is outlined in Article X, National Agreement and Part 746.4, Postal Manual.	Ref: PM 746.4 Article X, National Agreement
Prohibitions against carriers deviating from assigned route and other employees leaving work area without permission	Discuss prohibitions against a carrier deviating from his route and against other employees leaving the work area without permission. Tie back to standards 3 and 7.	
Job performance	Discuss the necessity for each employee to perform his job satisfactorily. Emphasize the speed and accuracy factors. Tie back to standards 1 and 2.	
Identification badges or buttons	Emphasize the importance of employees wearing exposed identification badges or buttons. Relate this to the security factor—for protection of mail from unauthorized persons. Explain where badges and buttons should be worn. (Carrier's badge must be attached to cap. Other employees wear badge attached to outer garment.)	
Personal appearance	State that employees are expected to maintain high standards of appearance and habits so that they work safely, do not offend others, and help to maintain the public's confidence in the postal service. While on duty, you must dress appropriately for your position and duties from the standpoints of both appearance and safety. You must also be neat and clean in your appearance and habits. Hair—including beards and mus-	PM 744

Key Points	*Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Personal appearance (Con't.)	taches, if worn—must be kept neatly trimmed and clean. If a uniform is prescribed for your job, you must wear it while on duty, and it must be neat and clean. You must not add anything to or omit anything from the official uniform. If your job requires you to contact or be exposed to the public while on duty, but you are not required to wear a uniform, your dress and appearance must conform to good business practice. State that employees must be ready, willing and able to perform duties of their positions as a condition precedent to (1) their assignment to duty upon reporting for work and (2) their retention on duty after commencement of their tour. Explain that an employee who is out of prescribed uniform would warrant a finding of not being ready, willing and able to perform his duties. Upon finding such, the employee would either not be permitted to clock in or be relieved from duty for such time as is needed to correct the situation.	PM 744
Current address and telephone number on file	State that postal employees must have a current address and telephone number on file. Tell how to file changes of address and telephone numbers.	
Outside employment	State that substitute employees have difficulty working another job because of irregular hours and shifts in the post office. Explain that employees may engage in outside business activity provided: 1. It does not interfere with the performance of post office duties. 2. It does not reflect discredit upon the postal service. 3. Employment in the postal service does not give the employee an advantage over others. Tie back to standard 7 (Conduct)	(Ref: PM 561 and 742; P-13 Handbook)
Smoking	Smoking is not permitted while: 1. Delivering mail to or receiving mail from the public	

Key Points	*Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Smoking (Con't.)	2. Loading or unloading mail 3. Hanging or closing pouches or sacks 4. Distributing mail into sacks or pouches 5. Facing mail Discuss disposing of cigarette stubs and matches.	(Ref: PM 742)
Drinking and possession of alcoholic beverages while on duty	Discuss prohibition against drinking alcoholic beverages while on duty or before reporting for duty. Mention that postal employees should refrain from excessive drinking at all times and should never drink in public places while in uniform. Be sure to deal with the following items: 1. Possession of alcoholic beverages of any type on postal premises is prohibited. 2. Possession of alcoholic beverages for sale or use by others on postal premises or on postal duty elsewhere.	
Use of narcotics	3. Use of narcotics, unless prescribed by physician, on postal premises or postal duty elsewhere. Employees who have driving assignments and are taking narcotics authorized by a physician must have permission from their supervisor before being permitted to clock in. 4. Addiction to narcotics is basis for removal.	
Gambling	Discuss prohibition against gambling while on duty or in Federal buildings. Relate this rule to baseball pools, football bets, etc.	
Soliciting	Mention prohibition against postal employees soliciting contributions from other employees or the public for their personal gain.	
Clarifying question	Ask for any questions on what has been covered up to this time. If no questions are asked, review this section of the program by asking questions such as:	Ask questions
Suggested questions	How long is the probationary period for new employees in the post office? Who has to serve a probationary period in the post office? How often are probationary employees evaluated? Who evaluates new employees in the post office, etc.?	

246 Sanctity of the Mails

Key Points	Time: 10 Minutes *Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Sanctity of the seal	Discuss the sanctity of the seal. Emphasize that no one in a post office may ever open a letter in transit. Mention the one exception to this rule: Employees in dead letter office.	(Ref: PM 117) Listen attentively
How to handle mail	Stress handling mail properly without ever placing in pockets, or purse or hiding from view.	
Function of inspection service	Discuss function of inspectors and inspectors' lookouts. Bring out that a strong Federal law protects mail from being stolen, opened, tampered with, or delayed while in transit. Explain that this law stipulates that the protection of mail, postal funds and property are major responsibilities of every postal employee.	
Honesty	Mention that although honesty was not a factor in the list of employee standards, all postal employees are assumed to practice this trait.	
True examples	Cite examples of employees violating the sanctity of the mail's requirements and consequences of their actions—Loss of job—Possible jail sentence and fine—Forfeit of rights for future Federal employment—Disgrace for employee and family.	
	Ask for questions.	Ask questions if anything is not clear

247 ZIP Code

Key Points	Time: 15 Minutes *Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Explanation of ZIP Code	State that ZIP Code is a five digit system which identifies each post office, and each delivery unit at large post offices. It links delivery units of large post offices to the main office, and it links small post offices with the major post offices through which mail for the smaller post offices must pass.	Ask questions if anything is not clear
Discussion of POD Publication 87, *Mr. ZIP—Who He Is—What He Does*	Give POD Publication 87 to trainees. Ask trainees to refer to ZIP Code National areas and note that the first digit of the ZIP Code represents one of 10 national areas.	
	Ask group to identify the first digit (national area number) of the local post office.	Respond with national area number of local post office
	Discuss how national area numbers start at 0 in the northeast part of the country and go up to 9 in the west.	
Geographical placement of national area numbers	What do the first two digits of ZIP Code represent?	Responses indicate part of State, or State, or several States
Questions to group	What do the first three digits of the ZIP Code represent?	Sectional center or large city
	What do the last two digits of the ZIP Code represent?	A post office or delivery area

Key Points	*Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
What is ZIP Code?	Ask a trainee to read aloud the chapter, "What is ZIP Code?" Ask questions.	
	What functions are carried out in sectional centers?	Respond with—sectional center post offices receive and transmit mail moving between, into, or out of post offices of a sub-area
	Point out that smaller post offices in a sub-area served by a sectional center facility are called associate offices.	
Who Benefits and How?	Ask individual trainees to read aloud this chapter of POD Publication 87. Discuss how ZIP Code affects distribution and transportation of mail. ZIP Coded mail bypasses many intermediary stops resulting in faster delivery. Distributors can process mail much faster by reading ZIP Code rather than addresses, thus decreasing reliance on scheme knowledge for distributing mail.	Individual trainees read sections aloud
Services Available to the Customer	Repeat procedure with this chapter.	Individuals read aloud
Two-Letter State Abbreviations	State that the abbreviations for States should be memorized by all distribution clerks for they will soon be distributing mail according to these abbreviations.	
POD Publication 127, *Mail Moves the Country—ZIP Code Moves the Mail*	Give trainees copies of POD Publication 127.	
	Ask for questions about ZIP Code.	Ask questions if anything is not clear

248 Discussion of Benefits and Conclusion

Key Points	Time: 30 Minutes *Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Note to instructor:	(Be thoroughly familiar with information in the General Orientation Handbook for New Employees. Use Postal Manual to answer questions, if necessary. If the answer cannot be obtained during the session, tell the questioner you will obtain the answer later, and do so.) Ask trainees to refer to the employee's handbook and raise any questions they may have on the information in the handbook. Have trainees refer to the following specific pages and clarify or furnish answers to the following questions:	Ref: Employee Orientation Handbook; PM Chapter 7
Salary	Salary—Page 9—When is pay day? How are employees paid? How much are postal employees paid? (Give hourly and annual rates for PFS 1, 2, 3, 4, and 5 to the group.)	Ask questions as necessary
Annual leave	Annual Leave—Page 10—When it can be used. Number of days earned each year.	
Sick leave	Sick Leave—Page 10—Purpose—Number of days earned each year.	
Health insurance	Health Insurance—Page 9—How to enroll—Who can enroll—When to enroll.	
Life insurance	Life Insurance—Page 9—Amount of Coverage—Cost to employees and Federal Government.	
Optional insurance	Optional Insurance—Amount of Coverage—Cost to employee.	
Retirement	Retirement—Page 12—Cost to employee—Disability provisions—Possible annuities.	Develop the preceding information into a visual presentation, if possible, using charts, blackboards, or handouts

Key Points	*Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Incentive awards	Incentive Awards—Page 8—Submission of suggestions—Types of achievement and performance awards available.	Develop the preceding information into a visual presentation, if possible, using charts, blackboards, or handouts
Department's orientation and craft skill training system policy	State that the policy of the post office is to provide necessary training for each new employee before assignment to independent work.	
Craft orientation	Discuss the craft orientation session. 1. Conducted on second day in duty status for new employees. 2. Information and instruction furnished in session applicable to a particular craft.	
Skill training	Discuss the skills training procedures. 1. Normally will be conducted on the job by supervisors or job instructors. 2. Printed requirements sheets for each job are maintained at work sites. These sheets are for review by employees, job instructors and supervisors. A breakdown of each job and the time allotted for training are on the training requirements sheets. 3. Training for each job will consist of following the information on the sheets with the instructor telling and showing the trainee how to do each portion of the job, and closely monitoring the trainee's performance afterwards.	
Training record card	Discuss the functions of the Training Record Card. 1. Prepared for each new employee. 2. Various jobs and skills are listed on card to which new employee may be assigned in that craft. 3. Instructor initials, dates and enters time used in training for each skill. 4. Supervisor signs that training has been completed. 5. Employee and authorized union representative may review card upon request. 6. Tell where cards are maintained. Discuss how the description of the complete orientation and training system may be reviewed. 1. Employees and union representatives may review upon request. 2. Tell where complete copies of material are maintained.	

Key Points	*Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
	3. Tell what crafts are represented in the system.	
Conclusion	Develop the following points into a conclusion: 1. The preceding information shows that the post office, as an agency of the U.S. Government, demonstrates concern in providing for its employees and in assuring that its employees provide a like concern for high standards of service to the public. 2. Postal employees have a feeling of accomplishment in providing this important communication service of collection, distribution and delivery of mail to the public. It is with this spirit that we welcome you as you join forces with us in furnishing this much-needed service to the citizens of this great country of ours.	Develop the preceding information into a visual presentation, if possible, using charts, blackboards, or handouts

249 Tour of Major Mail Processing Installation

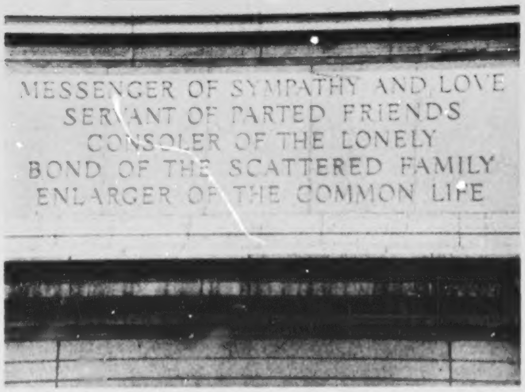
Key Points	Time: 30 Minutes *Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Difference between incoming and outgoing mail divisions	Explain the difference between: 1. Incoming Division—concerned with mail for local delivery. 2. Outgoing Division—concerned with mail originated at this office and mail passing in transit through the office (mailed at another office, passing through this office for delivery at another). Explain that most distributing facilities are divided into two major divisions, incoming and outgoing.	Attentive listening List on blackboard or chart
Some things to observe on tour of installation	State that you are going to take them on a tour of the installation. Before leaving, explain the function of each unit they will visit. Suggested areas for tour: Employees' entrance (explain security measures, wearing of an exposed badge, etc.) Platform where collection mail is received. Culling, dumping and canceling area for collection mail. Outgoing letter distribution area—primary and secondary. Airmail distribution area. Incoming receiving area. Incoming primary and secondary. Incoming dispatch area. Carrier cases. Special delivery.	Stay together in group Ask questions if anything is not understood
After tour	After tour, discuss areas seen with functions of each represented craft.	
Relationship of areas seen on tour to functions of the various crafts	Main ideas to emphasize are: Clerks are primarily concerned with distributing mail—(of various sizes from postal cards to 70-lb. parcels). Carriers are primarily concerned with delivering and collecting mail. (Some will be assigned to driving assignments.) Mailhandlers are primarily concerned with preparing mail for distribution and dispatch. (Some will be assigned to operate machinery observed on tour.)	

Key Points	*Discussion—Presentation*	*Instructional Aids* *Instructor Notes* *Related Trainee Activity*
Relationship of areas seen on tour to functions of the various crafts (Cont'd.)	Special delivery messengers are primarily concerned with delivery of mail. Motor vehicle operators are primarily concerned with transportation of mail. Tie the functions of each craft back to the receipt and delivery of mail to the public. Show how each function is necessary and important in achieving this objective.	Ask questions if anything is not understood
Clarifying question	Are there any questions about the building or anything you saw on the tour? (Give trainees assignments—express appreciation for attention and cooperation.)	Ask questions

250 FILM SCRIPT: A VITAL SERVICE

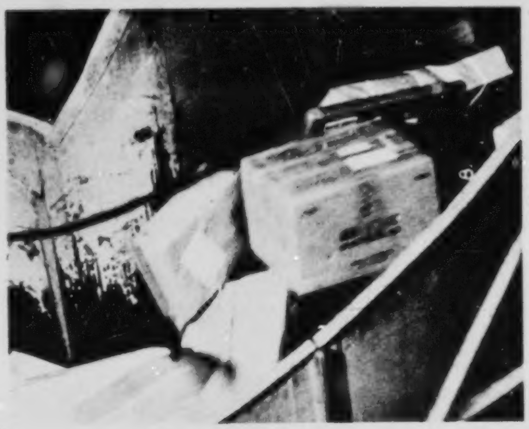
Below is the script of the Post Office Department motion picture entitled *A Vital Service.* This 14-minute, 16-mm, black and white, sound film was released by the Department in 1967 for use as an aid in the orientation of new employees.

"The Postal Service. Messenger of sympathy and love, servant of parting friends, consoler of the lonely, bond of the scattered family, enlarger of the common life, carrier of news and knowledge, instrument of trade and industry, promoter of mutual acquaintance, of peace and good will among men and nations." (Inscription on Washington D.C. post office.)


MESSENGER OF SYMPATHY AND LOVE
SERVANT OF PARTED FRIENDS
CONSOLER OF THE LONELY
BOND OF THE SCATTERED FAMILY
ENLARGER OF THE COMMON LIFE

The Post Office Department performs a vital service—a service that touches every American—a service which requires a well trained legion of civil servants, to maintain the Nation's foremost link of communications—a vital service in which you will play an important role.

An endless flow of mail moves across our Nation every hour of every day.



In thousands upon thousands of locations, mail is received, processed, and delivered by more than 700,000 men and women of every race, color, and creed—Americans, who work in a wide variety of jobs—jobs vital to the efficient operation of moving the mail.

At one time, each of them, like you, was a new employee, unfamiliar with the background and working operations of the largest civilian agency in the Federal Government.

Each day, our 150,000 letter carriers travel seven times the distance covered by astronaut John Glenn in his three orbits around the earth.

Postal employees operate approximately 100,000 Government-owned or hired vehicles.

Each year, window clerks sell over 23 billion stamps and handle more than 900 million special service transactions.

Their colleagues working behind the scenes are deluged with about 80 billion items of mail—nearly half of the world's mail volume—and is increasing by 3 billion items of mail a year. Mountains of mail and parcels must be sorted, distributed, and delivered promptly, accurately, economically.

Here is where it all starts: at a mail deposit point. This mail is brought to the post office along with other mail collected throughout the area.

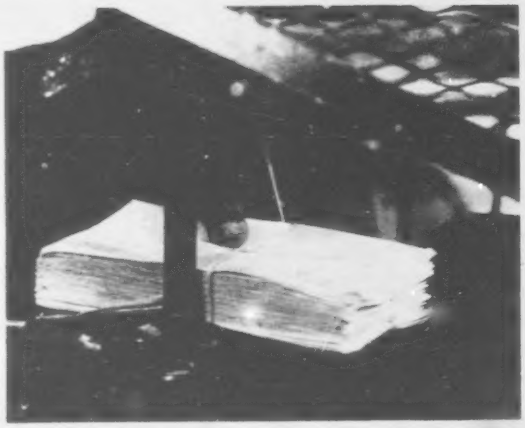
It is then moved to the workroom floor by *mailhandlers* for processing as outgoing mail.

Mailhandlers also make the first rough separation known as culling. Here, airmail and special delivery are separated. Large bulky envelopes and small parcels, keys, and film cans are also removed for separate handling.

Mailhandlers then face and cancel the mail. Facing is a process by which letters are oriented so that all stamps are in the same position ready for cancellation.

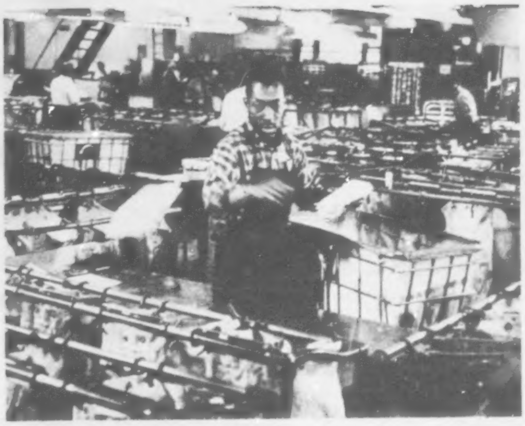
In many offices, both the facing and canceling operation is performed mechanically. It merely requires mail to be batched before its insertion into the machine. This not only speeds the facing and canceling operation; it is less fatiguing to the employees.

Once canceled, mail goes to *distribution clerks* who sort by destination.



Mail remains in compartments until it is time to be pulled and tied into separate bundles.

It is then sorted into pouches and dispatched to meet transportation schedules which carry mail to its destination as quickly as possible.



Motor vehicle operators then move processed mail to transportation terminals and pick up incoming mail.

Once mail is at the terminal, *transfer clerks* are responsible for its dispatch on time and at lowest possible cost.

When mail reaches its destination, it becomes known as incoming mail and receives further sorting to stations within the city—then, to individual carrier routes.

The *letter carrier* is responsible for actual delivery. Before starting out, the carrier often spends 3 hours arranging mail in proper order—the order in which it will be delivered. His case contains names of streets, house and building numbers, relay points, and notation of special orders.

When mail has been arranged, it is assembled into bundles and numbered in the order of delivery. The carrier's mail is generally too heavy to be carried at one time. When mail exceeds 35 pounds for one trip, he makes up larger bundles of mail called relays. They are transported by other carriers in trucks and placed in relay boxes at intervals along the route.

NOT FOR
DEPOSIT

By the time he reaches the first such box, his satchel is empty, or nearly so. He refills it with bundles from the relay box.

In heavily congested areas, the carrier delivers mail on foot. However, in many cases, such as outlying residential areas, he is equipped with a vehicle which allows him to carry all the mail for his entire route.

TL-2, 7-1-69

Carriers collect charges on postage due and C.O.D. mail, and obtain receipts for registered, certified, and certain insured mail.

They also pickup letters customers drop in the mail boxes.

There is a separate group of carriers called *special delivery messengers*. Usually in a vehicle, the special delivery messenger delivers both letter mail and parcels at the same time. He obtains signatures when required and collects on C.O.D.'s.

If no one is at home, he determines whether to leave the mail or return it to the post office. In either case, a notice is attached to the doorknob notifying the customer of the disposition of his special delivery mail.

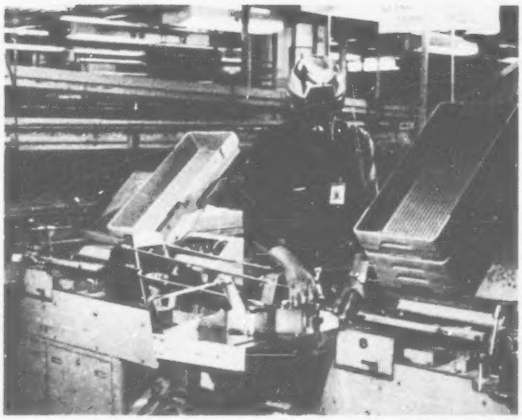
Mail addressed outside areas served by city carriers is usually delivered by *rural letter carriers*. Post office employs over 30,000 rural letter carriers. They serve approximately 10 million families. The rural carrier makes his deliveries by automobile.

In the process, he sells stamps and money orders and provides many of the same services as *window clerks* in the post office lobbies.

Many additional employees contribute greatly to the overall operation of the service. Some 3,500 *automotive mechanics, body and fender repairmen*, and *parts clerks* keep Government-owned vehicles operable.

Thousands more are employed as *janitors, maintenance personnel, laborers, building guards*, and *elevator operators*.

AIR MAIL
SORTED
AUTHORIZED PERSONNEL ONLY



Some service the mechanical mail-processing equipment.

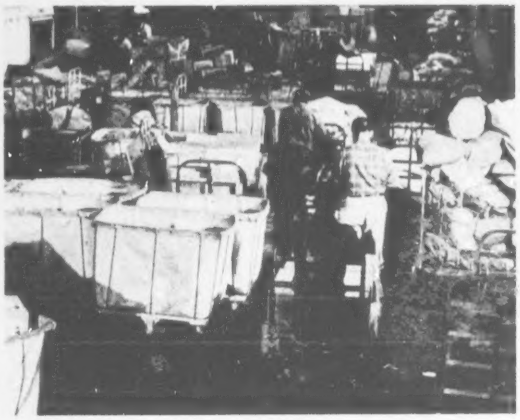
Others repair or construct mail sacks, locks and mail boxes.

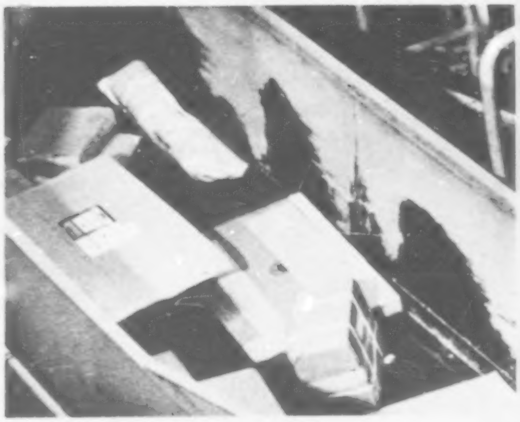
Accountants, secretaries, typists, and *office clerks* are needed to keep the offices running smoothly. They aid *postmasters* and *supervisory personnel* with administrative duties.

Postal inspectors are employed to detect, investigate, and prevent violations of postal laws and regulations—thus, guaranteeing the sanctity of the mails. They also examine postal operations and suggest improvements to speed service.

To accommodate the 12 million and more stamp collectors in the Nation, a special division is set up to sell current and commemorative stamps by mail orders or at counters.

What you have seen in this film generally outlines the principles of postal operations across the country. The Post Office Department is a gigantic organization. For it to operate efficiently, the needs of each specific postal installation and the personnel working there must always be taken into consideration.



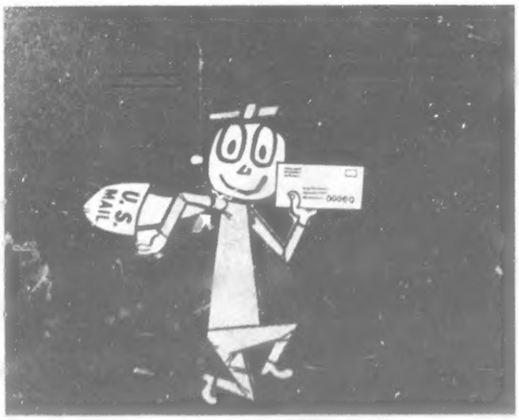


In larger offices, proven mechanized equipment is utilized, wherever practical, to help you process the mail. In a number of post offices, mechanical conveyor systems are used to reduce manual movement of mail between work areas.

With electronic sorting machines, the distribution clerk codes an address, and the letter is mechanically sent to the proper compartment.

The same is true of the parcel sorter.

A competent work force, however, needs more than machines to help them meet the expected 4 percent annual increase in mail volume. New programs and procedures have been introduced on both national and local levels, in the never-ending attempt to help the postal employees keep pace with this increase. One of the most important is ZIP Code—a five numbered national coding plan, which identifies each postal delivery unit and links that unit with a major post office through which mail is routed for delivery.



Nationwide Improved Mail Service began in 1961. Mail Users Councils, consisting of some 20,000 top mailers in more than 300 communities, meet with the local postmaster and discuss ways of improving the mail service to the community.

NIMS

NATIONWIDE IMPROVED MAIL SERVICE

These are but a few of the programs now in progress. There will be more, because planning and studying new systems and procedures for improved mail service are a continuing process.

CHAPTER 3

Craft Orientation and Skill Training

310 City Letter Carrier Craft
320 Clerk Craft
330 Mailhandler Craft
340 Special Delivery Messenger Craft
350 Vehicle Craft
*360 Rural Letter Carrier Craft
*370 Buildings and Equipment Maintenance Craft

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*To be published later.

310 CITY LETTER CARRIER CRAFT

311 Carrier Craft Orientation Requirements

POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	**For (Position)**	**Skill or Topic**	**Basic Time**
330	City Letter Carrier	Responsibilities, Duties, and Equipment	3¼ hours

Instructor to be (Position)	**Type of Appointment**	**Desig. and Act. Code**
Carrier Foreman in Classroom, Carr. Tech. or Instr. in Work Area	Regular (Annual Rate)	13–4
	Regular (Hourly Rate)	33–4
Where Should Training be Conducted?	Career Substitute	43–4
Classroom or Work Area	Seasonal and Postal Assistants (over 30 days)	63–4

When Should Training be Conducted?

Before assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Responsibility of carrier Details applicable to carrier's craft	Job description sheet Furnish trainee Methods Handbook M–41, *City Carrier's Instruction Handbook*
B. 16mm film, *City Letter Carrier*	16-mm film, *City Letter Carrier* Projector and screen
C. Basic carrier duties Type of work performed and scope of duties Letter delivery Collections Relay Parcel post delivery	
D. Equipment and supplies Uniforms Badges Dog repellent	
Forms Reports	Forms—Use M–41 Handbook to explain form usage
Mail receptacles (attached to home and curb boxes) and mail door slots	
Collection and relay boxes	
Route book	Route book
Satchel, carrier case, and forms pouch	Carrier case, satchel and forms pouch

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CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
330	City Letter Carrier	Schedules, Standards, Classes, and Types of Mail and Safety	See A-1

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Carrier Foreman in Classroom, Carr. Tech. or Instr. in Work Area	Regular (Annual Rate) Regular (Hourly Rate) Career Substitute Seasonal and Postal Assistants (over 30 days)	13-4 33-4 43-4 63-4
Where Should Training be Conducted? Classroom or Work Area		

When Should Training be Conducted?

Before assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
E. Schedules	
Approximate hours each employee is expected to work daily	
F. Performance standards	
G. Classes of mail	*Classes of Mail* slides
H. Delivery of accountable mail	*Delivery of Accountable Mail* filmstrip and record
I. Safety	Safety slides and script for city letter carriers
Safety slide kit for city letter carrier Proper lifting Fire emergency procedures Proper clothing Smoking	
J. Introduce and show 16mm film *Don't Bite Back.* After showing, discuss the five key points below:	
1. Instinctive characteristics of dogs	16mm projector and film *Don't Bite Back*
2. How to position yourself when confronted with a probable dog attack	PI-118—*What You Should Know About Dog Repellent*
3. Use of animal repellent	
4. Administrative action to avoid dog attacks	
5. Making a door delivery with dog involvements	

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CRAFT ORIENTATION REQUIREMENTS

Training Iden. No. 430	For (Position) City Letter Carriers appointed prior to installation of Craft Skill Training System	Skill or Topic Safety Training	Basic Time 2 hours

Instructor to be (Position) Carrier Supervisor	Type of Appointment	Desig. and Act. Code
	Regular (Annual Rate)	13–4
	Regular (Hourly Rate)	33–4
Where Should Training be Conducted? Classroom or quiet area	Career Substitute	43–4

When Should Training be Conducted?

Complete within three months after receipt of these requirements

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Safety slide kit for city letter carriers	City letter carrier safety slides and script—projector and screen
B. Seat belt film *Make It Your Habit*	16mm film, *Make It Your Habit*
C. Safety slide kit for driver orientation	Slides and script for driver orientation
D. Fire emergency procedures	
E. Smoking restrictions and hazards	
F. Introduce and show 16mm film *You Can't Bite Back.* After showing discuss the five key points below: 1. Instinctive characteristics of dogs 2. How to position yourself when confronted with a probable dog attack 3. Use of animal repellent 4. Administrative action to avoid dog attacks 5. Making a door delivery where a dog is involved	16mm film, *You Can't Bite Back*

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312 Carrier Craft Skill Training Requirements

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
332.1	City Letter Carrier	Letter Delivery Routes: Office Work—Before leaving for delivery	9 hours**

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Carrier Supvr., Carrier Tech., or Authorized Instructor	Regular (Annual Rate)	13–4
	Regular (Hourly Rate)	33–4
Where Should Training be Conducted?	Career Substitute	43–4
Delivery unit	Seasonal and Postal Assistants (over 30 days)	63–4

When Should Training be Conducted?

Before independent assignment—conducted on 3 separate days; first segment before street duties; second and third follow initial street training

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Recording time	Forms 1230, 1232, 1234, or time recording badges
B. Obtaining and preparing mail for casing	
C. Use of carrier case	Carrier case equipment
*D. Casing of letter-size mail matter	
*E. Casing magazines, papers, flats, etc. Minimum trainee casing time for D and E activities (1) First day—15 minutes (2) Second day—1 hour (3) Third day—1½ hours	
F. Use of Form 3982 and route book	Forms 1564, 1564–A, 1564–B, 3546, 3575, and 3982
G. Marking up mail	Demonstrate to trainee
H. Disposing of forwardable and undeliverable mail	Throwback case
I. Obtaining and receipting for special services and postage due mail and keys	Forms 2944, 3582–B, 3821, 3849, and 3867
J. Preparing relays	Carrier straps, twine
K. Packing satchel	Satchel
**L. Traying mail	Trays
**M. Arranging parcels and other bulky pieces in delivery sequence in office or at loading dock	Emphasize prohibition against placing letters, large flats, and other mail within pages of magazines, catalogs, etc. (352.332d, Postal Manual)
**N. Loading vehicle	
**O. Inspecting vehicle, etc.	

Note to Instructor: This instruction involves how to case mail, not casing a particular route.

**Allow 30 minutes additional time for items L, M, N, and O when trainee is assigned to motorized letter delivery route.

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
332.2	City Letter Carrier	Letter Delivery Route: Street Duties (foot)	5 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Carrier Supvr., Carrier Tech., or Authorized Instructor	Regular (Annual Rate)	13–4
	Regular (Hourly Rate)	33–4
Where Should Training be Conducted?	Career Substitute	43–4
Area served by delivery unit	Seasonal and Postal Assistants (over 30 days)	63–4

When Should Training be Conducted?

Before independent assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Recording time	Forms 1230, 1234, or time recording badges
B. Using transportation	
C. Fingering mail	
D. Delivering ordinary and special services mail	After receiving instructions from and observing trainer for a minimum of 1 hour, allow trainee to perform all delivery functions for a minimum of 2 hours
E. Delivering Government checks and bonds	
F. Delivering parcels	
G. Use of delivery notices	Forms 3419, 3570, 3811, 3816, 3849, 3860
H. Answering inquiries	
I. Mail handed back as undeliverable	
J. Other forms	POD Notice 11, Forms 1512, 3521, 3573, and 3578
K. Collection of mail	
L. Use of relay boxes	
M. Articles found loose in mails	
N. Obtaining and receipting for registers from contract stations and branches	Form 3852
O. Procedure for delivering mail when house numbers are missing	
P. Action to take when threatened by a dog	Form 1767

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
332.3	City Letter Carrier	Letter Delivery Route: Street Duties (motorized)	5 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Carrier Supvr., Carrier Tech., or Authorized Instructor	Regular (Annual Rate)	13-4
	Regular (Hourly Rate)	33-4
Where Should Training be Conducted?	Career Substitute	43-4
Area served by delivery unit	Seasonal and Postal Assistants (over 30 days)	63-4

When Should Training be Conducted?

Before independent assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Recording time	Forms 1230, 1232, 1234, or time recording badges
B. Efficient use of trays	
C. Fingering mail	
D. Delivering ordinary and special services mail	After receiving instruction and observing carrier instructor for a minimum of 1 hour, allow trainee to drive vehicle and perform all delivery functions for a minimum of 2 hours
E. Delivering Government checks and bonds	
F. Delivering parcels	
G. Use of delivery notices	Forms 3419, 3570, 3816, 3849, 3860, 3811
H. Answering inquiries	
I. Other forms	POD Notice 11, Forms 1512, 3521, 3573, 3578
J. Mail handed back as undeliverable	
K. Collection of mail	
L. Use of relay boxes	
M. Obtaining and receipting for registers from contract stations and branches	Form 3852
N. Articles found loose in mails	
O. Locking vehicle	
P. Procedure for delivering mail when house number is missing	
Q. Action to take when threatened by dog	Form 1767

POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
332.5	City Letter Carrier	Letter Delivery Routes: Office Work—After Delivery	1 hour

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Carrier Supvr., Carrier Tech., or Authorized Instructor	Regular (Annual Rate)	13-4
	Regular (Hourly Rate)	33-4
Where Should Training be Conducted?	Career Substitute	43-4
Area served by delivery unit	Seasonal and Postal Assistants (over 30 days)	63-4

When Should Training be Conducted?

Before independent assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Recording time	Forms 1230, 1232, 1234, or time recording badges
B. Disposing of mail collected on route	
C. Return and clearance for accountable items and keys	
D. Completing and disposing of Forms 3811, 3816, 3849	Forms 3811, 3816, 3849
E. Processing and disposing of undeliverable mail picked up on route	
F. Processing and disposing of forwardable and undeliverable mail not treated before leaving office to serve route	
G. Use of Form 1571	Form 1571
H. Answering official communications	
I. Return of vehicles to garage or parking area and ringing off	Form 1234 or time recording badge
J. Procedures for ending tour of duty	
K. Review with supervisor	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
336.1	City Letter Carrier	Parcel Post Routes: Office Work—Before leaving for delivery	1:30*

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Carrier Supvr., Carrier Tech., or Authorized Instructor	Regular (Annual Rate)	13-4
	Regular (Hourly Rate)	33-4
Where Should Training be Conducted?	Career Substitute	43-4
Delivery unit	Seasonal and Postal Assistants (over 30 days)	63-4

When Should Training be Conducted?

Before independent assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Recording time	Forms 1230, 1232, 1234, or time recording badge
B. Obtaining truck assignment	
C. Inspecting vehicle	
D. Using sack system and hamper system, as appropriate	
E. Obtaining relays	
F. Loading truck	
G. Parcel post delivery combined with relay delivery and firm delivery	
H. Preparing parcels for delivery	
I. Use of relay and collection schedule	
J. Obtaining and receipting for keys and accountable and postage due mail	Forms 2944, 3582-B, 3849, 3867, and 3821

*Where carrier has received prior training on a motorized letter route or collection route, provide 1 hour of training in this skill.

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
336.3	City Letter Carrier	Parcel Post Routes: Street Duties	5 or 10 hours

Instructor to be (Position)

Carrier Supvr., Carrier Tech., or Authorized Instructor

Where Should Training be Conducted?

Area served by delivery unit

Type of Appointment	Desig. and Act. Code
Regular (Annual Rate)	13-4
Regular (Hourly Rate)	33-4
Career Substitute	43-4
Seasonal and Postal Assistants (over 30 days)	63-4

When Should Training be Conducted?

Before independent assignment—Where practicable, first assignment should be residential parcel post route or mixed business-residential parcel post route—5 hours training street duties. Where first assignment is a full business section parcel post route, provide 10 hours training on street duties.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Recording time	Forms 1230, 1232, 1234, or time recording badge
B. Preparing parcels for delivery	
C. Delivering parcels	After trainee receives instruction and observes for a minimum of 2 hours, allow trainee to drive vehicle and perform all delivery functions for a minimum of 2 hours
D. Use of delivery notices	Forms 3419, 3570, 3811, 3816, 3860
E. Endorsing undeliverable parcels	
F. Firm delivery	
G. Making relays and collection	
H. Demonstrating methods of mail collection	
I. Proper use of sacks and satchel	
J. Handling vehicle	
K. Safety	
L. Locking vehicle	
M. Procedure to follow when delivery stop is bypassed (walk or drive)	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
336.5	City Letter Carrier	Parcel Post Routes: Office work—After delivery	30 min.

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Carrier Supvr., Carrier Tech., or Authorized Instructor	Regular (Annual Rate)	13–4
Where Should Training be Conducted?	Regular (Hourly Rate)	33–4
Area served by delivery unit	Career Substitute	43–4
	Seasonal and Postal Assistants (over 30 days)	63–4

When Should Training be Conducted?

Before independent assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Recording time	Forms 1230, 1234, or time recording badge
B. Clearance of special services parcels; COD's; postage due; registers; keys; and customs duty	
C. Disposing of undeliverable parcels	
D. Completing and disposing of Forms 3811, 3816, 3849	Forms 3811, 3816, 3849
E. Use of Form 1571	Form 1571
F. Disposing of mail sacks and satchels	
G. Returning schedules	
H. Returning vehicle to garage or parking area	
I. Completing accident reports or repair tags	SF 91 and Form 4565
J. Procedures for ending tour of duty	
K. Review with supervisor	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
132.1	City Letter Carrier	Collection Route: Office work—Before leaving for collection	30 min.

Instructor to be (Position)
Carrier Supvr., Carrier Tech., or Authorized Instructor

Where Should Training be Conducted?
Delivery unit

Type of Appointment	Desig. and Act. Code
Regular (Annual Rate)	13–4
Regular (Hourly Rate)	33–4
Career Substitute	43–4
Seasonal and Postal Assistants (over 30 days)	63–4

When Should Training be Conducted?

Before independent assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Recording time	Forms 1230, 1232, 1234, or time recording badge
B. Obtaining collection schedules	
C. Obtaining vehicle	
D. Inspecting vehicle	
E. Obtaining keys and equipment	
F. Rules of collection	Handbook M–41, sec. 550

POD Form 2542–8
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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
132.3	City Letter Carrier	Collection Route: Street Duties	3 hours

Instructor to be (Position)
Carrier Supvr., Carrier Tech., or Authorized Instructor

Where Should Training be Conducted?
Collection Route

Type of Appointment	Desig. and Act. Code
Regular (Annual Rate)	13–4
Regular (Hourly Rate)	33–4
Career Substitute	43–4
Seasonal and Postal Assistants (over 30 days)	63–4

When Should Training be Conducted?
Before independent assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Recording time	Forms 1230, 1232, 1234, or time recording badge.
B. Collecting mail C. Use of equipment D. Vehicle handling	After trainee receives instruction and observes for a minimum of 1 hour, allow him to drive vehicle and perform all collection functions for a minimum of 1 hour.
E. Obtaining and receipting for registers from stations and branches	Form 3852
F. Protection of mail	
G. Safety	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
132.5	City Letter Carrier	Collection Route: Office Work—After return	30 min.

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Carrier Supvr., Carrier Tech., or Authorized Instructor	Regular (Annual Rate)	13–4
Where Should Training be Conducted?	Regular (Hourly Rate)	33–4
Delivery unit	Career Substitute	43–4
	Seasonal and Postal Assistants (over 30 days)	63–4

When Should Training be Conducted?

Before independent assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Recording time	Forms 1230, 1232, 1234, or time recording badge and Form 3968
B. Disposing of collection mail	
C. Returning schedules	
D. Disposing of sacks, satchels and keys	
E. Reporting collection boxes skipped	Form 1571
F. Collection schedule delays—report to supervisor	
G. Reporting missing or illegible schedule cards; faulty doors or boxes or defective locks; boxes in need of painting or anchoring	Overprinted Form 21 and Form 1621
H. Returning vehicle to parking area and/or garage	
I. Procedures for ending time	
J. Review with supervisor	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
430	City Letter Carrier	Driver orientation	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Designated Driver Instructor	Regular (Annual Rate)	13–4
	Regular (Hourly Rate)	33–4
Where Should Training be Conducted?	Career Substitute	43–4
Classroom or quiet area	Postal and Seasonal Assistants (over 30 days)	63–4

When Should Training be Conducted?

Before assignment to driving duties. Items, A, B and C, before initial driver training on vehicle—1 hour; items D–K, after trainee completes training on vehicle(s)—1 hour.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Defensive driving Professional *vs.* amateur drivers Proper attitudes Explanation of stopping distances (reaction time plus braking time) *The Smith System of Space Cushion Driving*	16-mm film *The Smith System of Space Cushion Driving*
B. Vehicle preservation Role of driver in preserving vehicle	16-mm projector and screen
C. Local traffic laws and ordinances Prohibition against speeding Rules on parking and double parking	
D. Vehicle maintenance Use of repair tag	Form 4565, Repair Tag
E. Procedures to follow in case of an accident	
F. Discussion of accident report kit	Accident Report Kit
G. Role of accident review board Preventable *vs.* nonpreventable accidents Safe driving awards	Publication *For Experts Only*
H. Use of Form 4570, Truck Card	Form 4570, Truck Card
I. Driver customer relations	
J. Safety slide kit for driver orientation	Safety slide kit, projector and screen
K. Seat belt film *Make It Your Habit*	Safety slide kit, projector, and screen 16-mm film *Make It Your Habit*

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
432	City Letter Carrier	Vehicle Familiarization (Conventional ¾- or 1-ton truck)	20 min.

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Designated Driver Instructor	Regular (Annual Rate)	13–4
	Regular (Hourly Rate)	33–4
	Career Substitute	43–4
	Postal and Seasonal Assistants (over 30 days)	63–4

Where Should Training be Conducted?
Classroom or quiet area;
garage or driving range

When Should Training be Conducted?

Before assignment to driving duty: Time is based on prior training on right-hand drive truck or 3-wheel vehicle. If trainee has not had prior training, provide 1 hour for this phase.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Explanation and demonstration of the following parts and operations of ¾- or 1-ton truck: a. Gearshift b. Ignition c. Accelerator and brake pedals d. Parking brakes and adjustments e. Windshield wiper f. Light switches (headlights, parking, flashing and directional) g. Gasoline and oil gauges h. Tire pressure i. Loading vehicle j. Mirrors (rearview, side, and pot lid)	Ratio of instructors to trainees not to exceed 1 to 5
B. Safety check POD Notice 76 to each trainee for safety check	POD Notice 76

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POST OFFICE DEPARTMENT
CRAFT SKILLS TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	City Letter Carrier	Vehicle Familiarization (Right-hand-drive, Jeep Dispatcher 100)	1 hour

Instructor to be (Position)
Designated Driver Instructor

Where Should Training be Conducted?
Classroom or quiet area garage or driving range

Type of Appointment	Desig. and Act. Code
Regular (Annual Rate)	13–4
Regular (Hourly Rate)	33–4
Career Substitute	43–4
Postal and Seasonal Assistants (over 30 days)	63–4

When Should Training be Conducted?

Within 3 months after receipt of these instructions for *carriers already assigned to drive this vehicle,* if they have not received same or equivalent training. Immediately prior to assignment to drive this vehicle *for other carriers.*

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduce and show slide-sound presentation *From Footpower to Horsepower.*	Slide projector, cassette tape player, screen, slides, and cassette
B. Discuss pertinent points of presentation.	
C. Demonstrate and discuss following operations or parts of vehicle and relate to slide-sound presentation: a. Mirrors (rearview, pot lid, and side) b. Windshield wipers c. Tire pressure d. Gas and oil e. Doors, latches and locks f. Gas tank location and clearance g. Loading and rear loading clearance h. Seat adjustment i. Safety belt j. Controls and switches k. Instruments and indicator lights l. Steering capability m. Acceleration and breaking characteristics	Ratio of instructors to trainees not to exceed 1 to 5
D. Provide each trainee with Notice 76, Expanded Vehicle Safety Check. Review and discuss in relation to vehicle.	Notice 76

POST OFFICE DEPARTMENT
CRAFT SKILLS TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
*	City Letter Carrier	Controlled Driving Instruction and Evaluation	**

Instructor to be (Position) Designated Driver Instructor	Type of Appointment	Desig. and Act. Code
Where Should Training be Conducted? Driving range	Regular (Annual Rate)	13-4
	Regular (Hourly Rate)	33-4
	Career Substitute	43-4
	Postal and Seasonal Assistants (over 30 days)	63-4

When Should Training be Conducted?

Before assignment to drive that particular type of vehicle.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Allow each trainee to practice driving so as to become proficient in the following:	One vehicle for two trainees
a. Smooth stopping and knowledge of braking distance required for varying speeds	The type vehicle employee will be assigned to drive
b. Locating front and rear bumpers	
c. Maneuvering of vehicle for clearance on right and left sides	Ten to 15 traffic cones or pylons as required by course layout
d. Parking vehicle—backing and perpendicular	Chalk for marking off stop lines and course problems Schematic of practice course
B. Five-mile roadtest for evaluation of driver trainee	Form 1543

*442 Left-hand drive
444 Right-hand drive
446 3-wheeled drive

**Provide 2 hours instruction and practice for right-hand- drive or three-wheel vehicles. Allow 40 minutes practice for left-hand-drive vehicle when trainee has received training on right-hand-drive or three-wheel vehicle. If left-hand-drive truck is used in initial assignment, provide 2 hours practice for that vehicle.

320 CLERK CRAFT

321 Clerk Craft Orientation Requirements

POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
200	Distribution Clerk	Duties and Responsibilities of Position	25 min.

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Tour Superintendent or General Foreman	Regular (Annual Rate)	11–0
	Regular (Hourly Rate)	31–0
Where Should Training be Conducted?	Career Substitute	41–0
Classroom or quiet area	Seasonal and Postal Assistant (over 30 days)	61–0

When Should Training be Conducted?

Second day in duty status and before assignment to job

Points To Be Covered	Instructional Aids and Notes to Instructor
I. Introduction and Relationship to Supervisor A. Necessity of obeying instructions B. Acceptable behavior and decorum C. Duties of position D. Schedule assignment E. Hours of duty and days off	Job Description
II. Procedures to Follow When Unable to Report for Duty A. Telephone numbers—When to call B. Form 3971 (use) C. ATAL Program (Specifically related to this craft assignment) D. Annual and sick leave, LWOP, AWOL, other leave E. Machinery hazards	Form 3971

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POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
200	Distribution Clerk	Safety Performance Standards: Workroom Conduct	30 min.

Instructor to be (Position)
Supervisor or OJT Instructor

Where Should Training be Conducted?
Classroom or quiet area

Type of Appointment	Desig. and Act. Code
Regular (Annual Rate)	11–0
Regular (Hourly Rate)	31–0
Career Substitute	41–0
Seasonal and Postal Assistant (over 30 days)	61–0

When Should Training be Conducted?

Second day in duty status and before assignment to job

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Safety	
B. Safety kit (distribution clerk)	Distribution Clerk—Safety Kit, Slides and Script
C. Location of first aid unit	
D. Proper lifting	
E. Show lifting film	16-mm-lifting film
F. Proper clothing (no loose sleeves or necklaces worn around moving machinery)—women wear shoes with low heels	
G. Workroom conduct (smoking, personal needs, personal effects, good housekeeping, caution against horseplay)	
H. Fire and emergency procedures peculiar to installation	

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POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
200	Distribution Clerk	Identifying Different Types and Classes of Mail	45 min.

Instructor to be (Position)
Supervisor or OJT Instructor

Where Should Training be Conducted?
Classroom or quiet area

Type of Appointment	Desig. and Act. Code
Regular (Annual Rate)	11-0
Regular (Hourly Rate)	31-0
Career Substitute	41-0
Seasonal and Postal Assistant (over 30 days)	61-0

When Should Training be Conducted?

Second day in duty status and before assignment to job

Points To Be Covered	Instructional Aids and Notes to Instructor
Classes of Mail and Airmail	Classes of mail filmstrip Notice 59 (hand out to each trainee)
A. Special services Special delivery Registered Certified Insured Collect on delivery Special handling Military mail (MOM, SAM, PAL) Customs Postage due	Charts or dummy specimens of various special service pieces

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
200	Distribution Clerk	Distribution Procedures	30 min.

Instructor to be (Position)
Supervisor or OJT Instructor

Where Should Training be Conducted?
Classroom or quiet area

Type of Appointment	Desig. and Act. Code
Regular (Annual Rate)	11–0
Regular (Hourly Rate)	31–0
Career Substitute	41–0
Seasonal and Postal Assistant (over 30 days)	61–0

When Should Training be Conducted?

Second day in duty status and before assignment to job

Points To Be Covered	Instructional Aids and Notes to Instructor
A. 16mm film, duties of a distribution clerk	16-mm film *Distribution Clerk* 16-mm projector and screen
B. Distribution activity (casing motion)	
C. Use of hands (importance of rhythm)	
D. Use of thumb rubber (finger pads)	
E. Importance of speed and accuracy	
F. Explanation of case to which trainees will be initially assigned Location of separations in case Makeup of each separation	Handout *Case Diagram* (Where not preprinted locally, use Form 1620)
G. Bundle identification—Facing slips	POD Notice 91
H. Tying mail (machine) (where applicable)	
I. Hand tying	
J. Banding mail (Use of rubber bands)	POD Poster 168 Item 0–1152, Rubber band
K. Opening bundles	
L. Rest bar use	Item 0–317, Knife, ring type

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
200	Distribution Clerk	Tour of Assigned Installation	40 min.

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or OJT Instructor	Regular (Annual Rate) Regular (Hourly Rate) Career Substitute Seasonal and Postal Assistant (over 30 days)	11–0 31–0 41–0 61–0

Where Should Training be Conducted?
Assigned installation

When Should Training be Conducted?
Second day in duty status and before assignment to job

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Discuss diagram of facility	Diagram of facility
B. Locations where work will be performed	
C. Sources of mail—receipt and dispatch points	
D. Flow of mail	
E. Fire exits and equipment	
F. Safety hazards	
G. Lunch, rest and locker rooms	
H. Location of offices: Time section Tour superintendent	
I. First aid room	
J. Scheme room	

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POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
200	Distribution Clerks appointed prior to installation of Craft Skill Training System	Safety	1½ hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or OJT Instructor	Regular (Annual Rate) Regular (Hourly Rate) Career Substitute	11-0 31-0 41-0

Where Should Training be Conducted?
Classroom or Quiet Area

When Should Training be Conducted?
Complete within three months after receipt of these requirements

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Safety kit (distribution clerk)	Distribution clerk safety kit, slides and script
B. Films, *How to Lift Safely* or *A Weight Away* and lifting demonstration	16mm lifting film Utilize mailhandler to demonstrate proper lifting procedures
C. Proper clothing (no loose sleeves or necklaces worn around moving machinery) Female employees required to wear shoes with heels of low or moderate height. Open toe shoes and sneakers are not suitable for wear on workroom floor.	
D. Workroom conduct (smoking, good housekeeping, caution against horseplay)	
E. Fire and emergency procedures	

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POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
242.1	Distribution Clerk	Outgoing Mail Preparation (Mixed Collection)	3 or 4 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or OJT Instructor	Regular (Annual Rate)	11–0
Where Should Training be Conducted?	Regular (Hourly Rate)	31–0
Workroom floor	Career Substitute	41–0
	Seasonal and Postal Assistant (over 30 days)	61–0

When Should Training be Conducted?

One-half hour instruction before assignment; 1½ hours close monitoring before independent assignment; and 1 hour followup instruction during next period of assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Recognizing machine cancelable *vs.* noncancelable mail Identifying classes and types of mail	
B. Meter breakup	Where separate metered breakup unit is operated, provide 1 hour additional skill training in that operation
C. Facing letter mail	
D. Traying	
E. Loading mails on ledges Job performance under close monitoring	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
242.2	Distribution Clerk	Outgoing Mail Preparation (hand canceling)	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or OJT Instructor	Regular (Annual Rate)	11-0
	Regular (Hourly Rate)	31-0
	Career Substitute	41-0

Where Should Training be Conducted?
Workroom floor

When Should Training be Conducted?

Before independent assignment to perform hand canceling duties

Points To Be Covered	Instructional Aids and Notes to Instructor
Hand Canceling	
A. Source of mail	
B. Rating different classes and types of mail	
C. Uses of scales	
D. Identifying different classes and types of mail	
E. Use of postmarking devices	
F. Change of postmark	
G. Disposition of mail after postmarking	
H. Prevention of damage in hand canceling	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
242.3	Distribution Clerk	Outgoing Mail Preparation (Class A Machine Canceling)	1 hour

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or OJT Instructor	Regular (Annual Rate)	11-0
	Regular (Hourly Rate)	31-0
Where Should Training be Conducted?	Career Substitute	41-0
Workroom floor	Seasonal and Postal Assistant (over 30 days)	61-0

When Should Training be Conducted?

Before independent assignment to operate the canceling machine

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Machine class "A" canceling Changing die Treatment of short *vs.* nonshort letter B. Performing minor or routine maintenance tasks C. Performance under close monitoring	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
242.4	Distribution Clerk	Outgoing Mail Preparation Facer-Canceler, Edger-Stacker Operation	1½–2 hours classroom— 2 hours on-the-job

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
First Line Supervisor, Group Leader or Maintenance Technician	Regular (Annual Rate) Regular (Hourly Rate) Career Substitute	11–0 31–0 41–0

Where Should Training be Conducted?

Classroom and on-the-job

When Should Training be Conducted?

Classroom training must be completed before assignment to operating facer-canceler. On-the-job training is performed when first assigned to the machine.

Points To Be Covered	Instructional Aids and Notes to Instructor
Operation of Facer-Canceler and Edger-Stacker	
Classroom	
A. Machine "A" and Machine "B" Operators 1. Operating machine controls 2. Safety precautions 3. Clearing jams	Training Manual P–22; 35-mm filmstrip (*Mail Preparation Line*); slide projector; 16-mm film (*Edger-Stacker*); film projector; handouts
B. Machine "A" Operator 1. Operating controls for edger-stacker 2. Stacking mail in the edger-stacker 3. Removing nonmachineable mail 4. Proper feeding of mail to the facer-canceler 5. Operates facer-canceler-edger-stacker at the prescribed rate of SP 2–470	See above
C. Machine "B" Operator 1. Disposing of canceled mail and providing empty trays 2. Clears jams and assists "A" operator, as needed	See above
Note: Machine "A" and "B" operators interchange periodically	
On-the-Job	
D. Demonstrate the points listed under classroom training	Actual equipment
E. Supervisor fills out Performance Evaluation for each operator	Performance Evaluation Form
F. Performance of routine or minor maintenance tasks (upon attaining performance standards prescribed for job)	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
244.1	Distribution Clerk	Outgoing Primary Distribution (Letter)	2 or 6 hours

Instructor to be (Position)
Supervisor or OJT Instructor

Where Should Training be Conducted?
Workroom floor

Type of Appointment	Desig. and Act. Code
Regular (Annual Rate)	11–0
Regular (Hourly Rate)	31–0
Career Substitute	41–0
Seasonal and Postal Assistant (over 30 days)	61–0

When Should Training be Conducted?
*See note below

Points To Be Covered	Instructio[illegible]ls and Notes to [illegible]uctor

A. Makeup of letter distribution case
  - Location of separation on case
  - Mail for each separation
  - Special delivery and other special holdouts

B. Source of letter mail and recording of volume

C. Use of rest bar

D. Distribution of letter mail
  - Distribution activity (casing motion)
  - Use of hands
  - Importance of rhythm
  - Importance of speed and accuracy

E. Distribution of letter mail under close monitoring

F. Sweeping letter cases

G. Disposition of letter mail when separation is full

H. Daubing uncanceled stamps

*Note: *If outgoing primary letter case is initial flat or letter distribution assignment*:

Provide 6 hours training in above items on outgoing primary letter case as follows:

- 15-minute group instruction, *and*
- 2¾ hours close monitoring before independent assignment to distribution, *and*
- 3 hours followup instruction in two or more sessions during next two periods of assignment.

If trainee has received prescribed training in any other flat or letter distribution operation, provide 2 hours of training on above topics.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
244.2	Distribution Clerk	Outgoing Primary Distribution (Flats)	5 hours or 2 hours

Instructor to be (Position)
Supervisor or OJT Instructor

Where Should Training be Conducted?
Workroom floor

Type of Appointment	Desig. and Act. Code
Regular (Annual Rate)	11–0
Regular (Hourly Rate)	31–0
Career Substitute	41–0
Seasonal and Postal Assistant (over 30 days)	61–0

When Should Training be Conducted?

*See note below

Points To Be Covered	Instructional Aids and Notes to Instructor

A. Makeup of flat distribution case
   - Location of separation on case
   - Mail for each separation
   - Special delivery and other special holdouts

B. Source of flat mail and recording of volume

C. Distribution of flat mail
   - Distribution activity (casing motion)
   - Use of hands
   - Importance of rhythm
   - Importance of speed and accuracy

D. Distribution of flat mail under close monitoring

E. Sweeping flat cases

F. Case pull-down and tie-out

G. Disposition of flat mail when separation is full

H. Use of dispatch schedules

I. Daubing uncanceled stamps

*Note: *If outgoing primary flat case is initial flat or letter distribution assignment*:

Provide 5 hours training in above items on outgoing primary flat case as follows:

- 15-minute group instruction, *and*
- 2¾ hours close monitoring before independent assignment to distribution, *and*
- 2 hours followup instruction in two or more sessions during next two periods of assignment.

If trainee has received prescribed training in any other flat or letter distribution operation, provide 2 hours of training on above topics.

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)**	**Skill or Topic**	**Basic Time**
244.3	Distribution Clerk	Outgoing Primary Distribution (Parcels)	2 hours

Instructor to be (Position)	**Type of Appointment**	**Desig. and Act. Code**
Supervisor or OJT Instructor	Regular (Annual Rate)	11-0
	Regular (Hourly Rate)	31-0
Where Should Training be Conducted?	Career Substitute	41-0
Workroom floor	Seasonal and Postal Assistant (over 30 days)	61-0

When Should Training be Conducted?

Before independent assignment to this specific task

Points To Be Covered	**Instructional Aids and Notes to Instructor**
Primary Parcels (nonmechanized) A. Source of parcels and recording of volume B. Layout of secondary separations C. Disposition of parcels after distribution D. Removal of damaged parcels E. Prevention of damage to mail in distribution F. Conveyor operation, where applicable (controls and safety) G. Handling of outside parcels H. Recognition and handling of special handling, special delivery, and first-class I. Obtaining and disposal of empty equipment J. Actual distribution under close monitoring	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
246.1	Distribution Clerk	Outgoing Secondary Distribution (Letters)	5 hours or 2-3 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or OJT Instructor	Regular (Annual Rate) Regular (Hourly Rate) Career Substitute Seasonal and Postal Assistant (over 30 days)	11-0 31-0 41-0 61-0
Where Should Training be Conducted? Workroom floor		

When Should Training be Conducted?

*See note below

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Makeup of letter distribution case Location of separation on case Mail for each separation Special delivery and other special holdouts	
B. Source of letter mail	
C. Use of rest bar	
D. Distribution of letter Distribution activity (casing motion) Use of hands Importance of rhythm Importance of speed and accuracy	
E. Distribution of letter mail under close monitoring	
F. Sweeping letter Case pull-down and tie-out Bundle labeling	POD Notice 91
G. Disposition of letter mail when separation is full	
H. Use of dispatch schedules	
I. Daubing uncanceled stamps	
J. Tying or banding of mail	

*Note: *If outgoing secondary letter case is initial flat or letter distribution assignment*:

Provide 5 hours training in above items on outgoing secondary letter case as follows:

- 15-minute group instruction, *and*
- 2¾ hours close monitoring before independent assignment to distribution, *and*
- 2 hours followup instruction in two or more sessions during next two periods of assignment.

If trainee has received prescribed training in any other flat or letter distribution operation, provide 2 hours of training on above topics for cases up to 49 separations. If over 49 separations, provide 3 hours of training.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
246.2	Distribution Clerk	Outgoing Secondary Distribution (Flats)	5 hours or 2 hours

Instructor to be (Position)
Supervisor or OJT Instructor

Where Should Training be Conducted?
Workroom floor

Type of Appointment	Desig. and Act. Code
Regular (Annual Rate)	11-0
Regular (Hourly Rate)	31-0
Career Substitute	41-0
Seasonal and Postal Assistant (over 30 days)	61-0

When Should Training be Conducted?

*See note below

Points To Be Covered

Instructional Aids and Notes to Instructor

A. Makeup of flat distribution case
   - Location of separation on case
   - Mail for each separation
   - Special delivery and other special holdouts

B. Source of flat mail and recording of volume

C. Distribution of flat mail
   - Distribution activity (casing motion)
   - Use of hands
   - Importance of rhythm
   - Importance of speed and accuracy

D. Distribution of flat mail under close monitoring

E. Sweeping flat cases

F. Case pull-down and tie-out

G. Disposition of flat mail when separation is full

H. Use of dispatch schedules

I. Daubing uncanceled stamps

J. Tying mail

*Note: *If outgoing secondary flat case is initial flat or letter distribution assignment*:

Provide 5 hours training in above items on outgoing secondary flat case as follows:

- 15-minute group instruction, *and*
- 2¾ hours close monitoring before independent assignment to distribution, *and*
- 2 hours followup instruction in two or more sessions during next two periods of assignment.

If trainee has received prescribed training in any other flat or letter distribution operation, provide 2 hours of training on above topics.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
246.3	Distribution Clerk	Outgoing Secondary Distribution and Dispatch (Parcels)	3 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor and/or OJT Instructor	Regular (Annual Rate) Regular (Hourly Rate) Career Substitute Seasonal and Postal Assistant (over 30 days)	11-0 31-0 41-0 61-0
Where Should Training be Conducted? Workroom floor		

When Should Training be Conducted?

Three hours before independent assignment to this specific task

Points To Be Covered	Instructional Aids and Notes to Instructor
Distribution of Parcels—Secondary (mechanized or nonmechanized)	

A. Source of parcels and recording of volume
    From primary
    Bypass direct to secondary

B. Rack layout-labeling rack

C. Hanging and pulling sacks

D. Dispatch
    Dispatch schedules
    Making separations to and loading platform trucks
    Dispatch down dump holes

E. Prevention of damage to mail and handling of damaged mail

F. Proper sacking
    Importance of observing maximum weight limits

G. Handling of outsides

H. Recognition and handling of COD, customs, postage due, special delivery mail, special handling, certified and first-class

I. Obtaining and disposing of empty equipment

J. Weighing and recording weights

K. Actual distribution under close monitoring

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
248	Distribution Clerk	Outgoing Mail Dispatch (Letters and Flats)	4 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor and/or OJT Instructor	Regular (Annual Rate)	11-0
	Regular (Hourly Rate)	31-0
Where Should Training be Conducted?	Career Substitute	41-0
Workroom floor	Seasonal and Postal Assistant (over 30 days)	61-0

When Should Training be Conducted?

Before independent assignment to pouch and dispatch activities

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Hanging and pulling sacks and pouches	
B. Following dispatch sequence instructions	
C. Proper equipment for different types of mail (airlift, loose pack, sacks, pouches, locks, snap seals, rotary locks, numbered seals, and airmail)	
D. Labeling pouch and sack racks	
E. Reading pouch and sack labels	
F. Traying and container movement	
G. Loose packing letter mail	
H. Loading nutting trucks	
I. Dispatching sacks and pouches	
J. Weighing and recording pouches	
K. Receipting, billing, and dispatching registered mail	
L. Bundle identification	POD Notice 91
M. Contact with transfer office and platform supervision	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
252	Distribution Clerk	Incoming Mail Preparation (Transit Opening Unit)	3 hours

Instructor to be (Position)

Supervisor or OJT Instructor

Where Should Training be Conducted?

Workroom floor

Type of Appointment	Desig. and Act. Code
Regular (Annual Rate)	11-0
Regular (Hourly Rate)	31-0
Career Substitute	41-0
Seasonal and Postal Assistant (over 30 days)	61-0

When Should Training be Conducted?

Thirty minutes instruction before assignment to this specific task. Two and one-half hours close monitoring before independent assignment to incoming opening operations

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Segregating sacks and containers: preferential, nonpreferential, papers, letter circulars, etc.	
B. Identification and handling of presorted mail, bypass mail	
C. Placarding or identifying sacks of nonpreferential and trays of preferential mail as to time of receipt	
D. Opening—dumping—inspection of empty sacks	
E. Conveyor operation—where applicable	
F. Identification and disposition of bundles and single pieces as to type, classification, etc. Special delivery, registered	
G. Traying or placing in work containers	
H. Preparing bundles for distribution Distribution of bundles into proper separations	
I. Disposal of empty equipment Sacks, labels, bands, string, wire, etc.	
J. Disposal of mail for further handling	
K. Disposal of mail bypassing further handling	
L. Movement of mail to work centers	
M. Actual performance under close monitoring	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
254.1	Distribution Clerk	Incoming Primary Distribution (Letters)	2 hours or 5 hours

Instructor to be (Position)

Supervisor or OJT Instructor

Where Should Training be Conducted?

Workroom floor

Type of Appointment	Desig. and Act. Code
Regular (Annual Rate)	11-0
Regular (Hourly Rate)	31-0
Career Substitute	41-0
Seasonal and Postal Assistant (over 30 days)	61-0

When Should Training be Conducted?

*See note below

Points To Be Covered	Instructional Aids and Notes to Instructor

A. Use of rest bar

B. Makeup of letter distribution case
  - Location of separation on case
  - Mail for each separation
  - Special delivery and other special holdouts

C. Source of letter mail

D. Distribution of letter mail
  - Distribution activity (casing motion)
  - Use of hands
  - Importance of rhythm
  - Importance of speed and accuracy

E. Distribution of letter mail under close monitoring

F. Sweeping letter cases

G. Case pull-down and tie-out

H. Disposition of letter mail when separation is full

I. Daubing uncanceled stamps

*Note: *If incoming primary letter case is initial flat or letter distribution assignment:*

Provide 5 hours training in above items on incoming primary letter case as follows:

- 15-minute group instruction, *and*
- 2¾ hours close monitoring before independent assignment to distribution, *and*
- 2 hours followup instruction in two or more sessions during next two assignment periods.

If trainee has received prescribed training in any other flat or letter distribution operation, provide 2 hours of training on above topics.

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
254.2	Distribution Clerk	Incoming Primary Distribution (Flats)	2 hours or 5 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or OJT Instructor	Regular (Annual Rate) Regular (Hourly Rate) Career Substitute Seasonal and Postal Assistant (over 30 days)	11–0 31–0 41–0 61–0

Where Should Training be Conducted?

Workroom floor

When Should Training be Conducted?

*See note below

Points To Be Covered	Instructional Aids and Notes to Instructor

A. Makeup of flat distribution case
  - Location of separation on case
  - Mail for each separation
  - Special delivery and other special holdouts

B. Source of flat mail

C. Distribution of flat mail
  - Distribution activity (casing motion)
  - Use of hands
  - Importance of rhythm
  - Importance of speed and accuracy

D. Distribution of flat mail under close monitoring

E. Sweeping flat cases

F. Disposition of flat mail when separation is full

G. Daubing uncanceled stamps

*Note: *If incoming primary flat case is initial flat or letter distribution assignment*:

Provide 5 hours training in above items on incoming primary flat case as follows:

- 15-minute group instruction, *and*
- 2¾ hours close monitoring before independent assignment to distribution, *and*
- 2 hours followup instruction in two or more sessions during next two periods of assignment.

If trainee has received prescribed training in any other flat or letter distribution operation, provide 2 hours of training on above topics.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
254.3	Distribution Clerk	Incoming Primary Distribution (Parcels)	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or OJT Instructor	Regular (Annual Rate)	11-0
	Regular (Hourly Rate)	31-0
Where Should Training be Conducted?	Career Substitute	41-0
Workroom floor	Seasonal and Postal Assistant (over 30 days)	61-0

When Should Training be Conducted?

Two hours before independent assignment to this task

Points To Be Covered	Instructional Aids and Notes to Instructor
Primary Parcels (Nonmechanized) A. Source of parcels B. Layout of secondary separations C. Disposition of parcels after distribution D. Removal of damaged parcels E. Prevention of damage to mail in distribution F. Conveyor operation, where applicable (controls and safety) G. Treatment of special delivery, COD's, insured, and first-class H. Actual distribution under close monitoring	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
256.1	Distribution Clerk	Incoming Secondary Distribution and Dispatch (Letters)	2 hours

Instructor to be (Position)
Supervisor or OJT Instructor

Where Should Training be Conducted?
Workroom floor

Type of Appointment	Desig. and Act. Code
Regular (Annual Rate)	11-0
Regular (Hourly Rate)	31-0
Career Substitute	41-0
Seasonal and Postal Assistant (over 30 days)	61-0

When Should Training be Conducted?

After trainee qualifies on secondary scheme, provide 30 minutes of individual instruction and 1½ hours close monitoring before independent assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Makeup of letter distribution case Location of separation on case Mail for each separation Special delivery and other special holdouts	
B. Source of letter mail	
C. Distribution of letter mail Distribution activity (casing motion) Use of hands Importance of rhythm Importance of speed and accuracy	
D. Distribution of letter mail under close monitoring	
E. Sweeping letter cases	
F. Case pull-down and tie-out	
G. Disposition of letter mail when separation is full	
H. Dispatch of mail to carrier station	
I. Daubing uncanceled stamps	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
256.2	Distribution Clerk	Incoming Secondary Distribution and Dispatch (Flats)	2 hours

Instructor to be (Position)

Supervisor or OJT Instructor

Where Should Training be Conducted?

Workroom floor

Type of Appointment	Desig. and Act. Code
Regular (Annual Rate)	11-0
Regular (Hourly Rate)	31-0
Career Substitute	41-0
Seasonal and Postal Assistant (over 30 days)	61-0

When Should Training be Conducted?

After trainee qualifies on secondary scheme, provide 30 minutes of individual instruction and 1½ hours close monitoring before independent assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Makeup of flat distribution case Location of separation on case Mail for each separation Special delivery and other special holdouts B. Source of flat mail C. Distribution of flat mail Distribution activity (casing motion) Use of hands Importance of rhythm Importance of speed and accuracy D. Distribution of flat mail under close monitoring E. Sweeping flat cases F. Disposition of flat mail when separation is full G. Dispatch of mail to carrier station H. Daubing uncanceled stamps	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
256.3	Distribution Clerk	Incoming Secondary Distribution and Dispatch (Parcels)	3 hours

Instructor to be (Position)

Supervisor and/or OJT Instructor

Where Should Training be Conducted?

Workroom floor

Type of Appointment	Desig. and Act. Code
Regular (Annual Rate)	11-0
Regular (Hourly Rate)	31-0
Career Substitute	41-0
Seasonal and Postal Assistant (over 30 days)	61-0

When Should Training be Conducted?

Three hours before independent assignment to this task

Points To Be Covered	Instructional Aids and Notes to Instructor
Distribution of Parcels—Secondary (Mechanized or Nonmechanized) A. Sources of parcels: From primary Bypass direct to secondary B. Rack layout-labeling rack C. Hanging and pulling sacks D. Dispatch Separation to carrier holdouts—hampers Dispatching by routes to platform truck Combining outsides with sacks to carrier assignment Combining numbered sacks in sack routing system according to volume E. Treatment of special delivery, COD's, insured, certified and first-class	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
260	Distribution Clerk	Scheme Orientation (Manual)	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Instructor and/or Designated Supervisor	Regular (Annual Rate) Regular (Hourly Rate) Career Substitute	11-0 31-0 41-0

Where Should Training be Conducted?
All offices performing scheme distribution. Classroom or quiet area.

When Should Training be Conducted?

At all offices performing scheme distribution—2 hours

Points To Be Covered	Instructional Aids and Notes to Instructor
Scheme Orientation	
A. Define types of schemes	
B. Explain purpose of scheme	
C. Equipment and supplies for scheme study	Maps, practice cards, practice cases
D. Discuss proficiency requirements, scheme examinations and job performance	POD Publication 67
E. Relationship of printed scheme to geographical and delivery areas	Printed schemes for represented schemes
F. Discuss program for recognition of superior performance	
G. Explanation of coding scheme study cards	
H. Discuss tools of scheme study and how they are to be used: a. Map b. Practice cards c. Practice case d. Blackboard or paper and pencils	
I. Discuss *Techniques of Scheme Study*, POD Publication 133	POD Publication 133 Give a copy to each trainee

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CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)**	**Skill or Topic**	**Basic Time**
*	Distribution Clerk	Scheme Training (Manual)	Not to exceed 28 hours

Instructor to be (Position)	**Type of Appointment**	**Desig. and Act. Code**
Instructor and/or Designated Supervisor	Regular (Annual Rate) Regular (Hourly Rate) Career Substitute	11-0 31-0 41-0
Where Should Training be Conducted? All offices performing scheme distribution. Classroom or quiet area.		

When Should Training be Conducted?

At office where on-the-clock scheme training is authorized.

Points To Be Covered	**Instructional Aids and Notes to Instructor**
Scheme Training Procedure	
A. Differentiate between on-the-clock scheme training and off-the-clock scheme study	
B. Discuss lesson study plans which are prepared for each scheme for use during each on-the-clock scheme training period	
C. Schedule for scheme training	Schedule on blackboard or chart lesson plan for each scheme and for each on-the-clock training period
D. Lesson study plans: a. Dividing scheme into minor components—streets, avenues, buildings, sectional center facilities, associated offices, etc. b. Memorizing locations and sequencing of minor components c. Association of minor components or portions to scheme delivery unit d. Distribution or practice cards e. Blackboard or paper and pencil exercises f. Assignments for home study g. Progress testing and record keeping	

*Training Identification Numbers:

264	Outgoing
264.1	Outgoing Primary
264.2	Outgoing Secondary
266	Incoming
266.1	Incoming Primary
262.2	Incoming Secondary

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No. 216.1	**For (Position)** Distribution Clerk (Machine)	**Skill or Topic** Letter Sorter Machine Operation (Outgoing Primary Scheme)	**Basic Time** See 322 (p. 24)

Instructor to be (Position) First Line Supervisor—Machine Distribution Instructor	**Type of Appointment**	**Desig. and Act. Code**
Where Should Training be Conducted? Training classroom	Regular (Annual Rate) Regular (Hourly Rate) Career Substitute	11–0 31–0 41–0

When Should Training be Conducted?

Start group 14 weeks before being assigned to machine

Points To Be Covered	Instructional Aids and Notes to Instructor
I. Outgoing Primary Scheme* A. Equipment and supplies	Scheme, one per trainee Lesson study plan Scheme cards Individual Training Record, Form 2548 Progress chart Daily Record Slip, Form 2438 P–24, Operator Training Manual for Multiposition Letter Sorting Machine
B. Orientation for scheme 1. Explain scheme code number assignment 2. Explain lesson study plan 3. Explain speed and accuracy requirements for instantaneous recognition 4. Testing procedure for each lesson 5. Coding scheme study cards 6. Individual Training Record, Form 2548 7. Daily record slip	Scheme Lesson study plan Scheme cards Daily Record Slip, Form 2438 P–24, Operator Training Manual for Multiposition Letter Sorting Machine
C. Scheme study procedure 1. Individual study 2. Companion practice 3. Instructor testing for each lesson 4. Developing rapid recognition 5. Daily record slip 6. Entries on Form 2438 7. Entries on progress chart	Daily Record Slip, Form 2438 Scheme cards Stopwatch or clock for rapid recognition P–24, Operator Training Manual for Multiposition Letter Sorting Machine
*This is a new scheme, developed specially for the LSM, and scheme training is on-the-clock, starting from "scratch."	
II. Other Schemes—Incoming Primary, Incoming Secondary, or State: Cover Area "A" and "B" above	
Scheme training for other schemes will be given as plans are made to put them on the LSM. Usually the incoming primary is the second scheme scheduled for the LSM, and scheme training for instantaneous recognition will start when the keyboard operator is already working on the LSM. The trainee should have a live record for the incoming and State schemes before starting scheme training for instantaneous recognition.	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
216.2	Distribution Clerk (Machine)	Letter Sorter Machine Operation (Scheme Numbers and Keying)	See 322 (p. 24)

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
First Line Supervisor—Machine Distribution Instructor	Regular (Annual Rate) Regular (Hourly Rate) Career Substitute	11-0 31-0 41-0
Where Should Training be Conducted? Training classroom		

When Should Training be Conducted?

Start group 14 weeks before being assigned to machine

Points To Be Covered	Instructional Aids and Notes to Instructor
Numbers Assigned to Outgoing and Incoming Primary Scheme	
A. Equipment and supplies	Training consoles equipped with DETEX Practice keyboards Keyboard number chart Keyboard number lesson plan DETEX card number decks Individual Training Record, Form 2548 Progress chart Daily record slip P-24, Operator Training Manual for Multiposition Letter Sorting Machine
B. Orientation for keyboard 1. Explain operations of training console 2. Explain operation of DETEX 3. Explain keyboard and how to make numbers 4. Console power off—learn basic numbers. Instructors call numbers—trainees key numbers as called 5. Demonstrate starting, stopping, loading, and keying on the training console	Training console Practice keyboard Keyboard chart
C. Keyboard number training procedure 1. Trainee loads feed table with numbers lesson cards 2. Starts console 3. Key numbers as presented 4. Learn rhythm—when to depress keys 5. Rerun errors 6. Repeat procedures 1 through 5 7. Record number of errors on daily record slip 8. Alternate on practice keyboard after two runs of a lesson 9. Advance to next lesson when accuracy is met 10. Repeat each lesson as above at rate of 35 cards per minute until all numbers have been learned	Training console Practice keyboard DETEX card decks Keyboard chart Daily record slip

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
216.3	Distribution Clerk (Machine)	Letter Sorter Machine Operation (Keying Outgoing Primary Scheme)	See 322 (p. 24)

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
First Line Supervisor—Machine Distribution Instructor	Regular (Annual Rate) Regular (Hourly Rate) Career Substitute	11-0 31-0 41-0

Where Should Training be Conducted?
Training classroom

When Should Training be Conducted?

After phase 1 and 2 are completed (scheme and keyboard number training)

Points To Be Covered	Instructional Aids and Notes to Instructor
Outgoing Primary Scheme A. Equipment and supplies	Training console with DETEX Practice keyboards Scheme lesson plan DETEX card scheme decks Individual Training Record, Form 2548 Progress chart Daily record slip Training manual
B. Keying scheme procedure 1. Trainee loads feed table with addressed DETEX cards 2. Starts console 3. Keys addressed cards as presented 4. Keys in rhythm at designated speed 5. Rerun errors 6. Repeat procedures 1 through 5 7. Record number of errors on daily record slip 8. Alternate on practice keyboard after two runs of a a lesson 9. Advance to next lesson when criteria accuracy is met 10. Increase speed by five letters-per-minute as each total review lesson is passed until criteria of 60-per-minute at 98 percent accuracy is attained	Training console Practice keyboard DETEX card decks Progress chart Daily record slip

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APPROXIMATE TRAINING HOURS FOR VARIOUS OCCUPATIONS ON THE LETTER SORTER MACHINE

Occupation: Keyboard Operator

Scheme	Number of Separations	Machine speed—Letters per minute	Percent accuracy	Scheme—Instantaneous recognition only	Scheme—No prior knowledge	Keyboard number training	Scheme and keyboard combined	Total hours	
								Prior scheme knowledge	No prior scheme knowledge
Incoming:									
Primary	50–100	55	98	*5–10	------	15–20	*10–15	*15–25	(***)
Secondary	(**)	50	98	5–10	------	15–20	30–40	50–70	(***)
Outgoing:									
Primary	125–175	60	98	------	15–20	15–20	30–40	------	60–80
State	200–250	55	98	15–20	------	15–20	40–50	70–90	(***)

Keyboard operators required: 20 per 12-position machine for each tour.
15 per 8-position machine for each tour.
10 per 6-position machine for each tour.

*Per scheme section.

**Number of carriers plus up to 20 directs.

***Incoming primary, Incoming secondary, Outgoing State scheme: Trainee must have a *live* record or qualify on these schemes in regular manual scheme training before entering LSM training.

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
218.1	Parcel Sorter Distributor (Machine)	Parcel Sorter Machine Operation (Introduction)	1 hour

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Training Officer and/or Supervisor Instructor	Regular (Annual Rate)	11–0
	Regular (Hourly Rate)	31–0
	Career Substitute	41–0

Where Should Training be Conducted?
Classroom

When Should Training be Conducted?

First day of training

Points To Be Covered	Instructional Aids and Notes to Instructor
Parcel Sorter Training Introduction for Operator Trainees A. Welcome and introduction to training personnel B. Description of the parcel sorter C. Duties of the operator, facer, and panel control operator D. Training criteria for each scheme. Speed and accuracy requirements E. Three phases of training F. Testing procedure to obtain Level 6 *Note:* This procedure for on-the-job testing to meet criteria is in the process of development. G. Question and answer period on the training program	Film *Parcel Sorter Operations;* Training manual; Handouts; P.S. training device

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Phase 1—Scheme Training

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
218.2	Parcel Sorter Distributor (Machine)	Parcel Sorter Machine Operation (Scheme Training)	See 323 (p. 29)

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
First Line Supervisor or Operator-Instructor	Regular (Annual Rate)	11-0
Where Should Training be Conducted? Scheme Classroom	Regular (Hourly Rate)	31-0
	Career Substitute	41-0

When Should Training be Conducted?

For Outgoing Primary, start 1½-2 months before assignment to parcel sorter
For Incoming Primary, start training 2½ months before scheduled assignment to parcel sorter

Points To Be Covered	Instructional Aids and Notes to Instructor
I. Outgoing Scheme A. Equipment and supplies	Scheme cards; Wall progress chart; Daily record; Individual Training Record, Form 2548, Lesson plan
B. Explanation of scheme 1. Number of new items daily 2. Speed and accuracy requirements for instantaneous recognition	Outgoing scheme; P.S. Training Manual
C. Procedure for learning scheme 1. Practice on an individual basis 2. Companion practicing 3. Testing for each lesson	Scheme study cards; Daily record; Individual Training Record, Form 2548; Wall progress chart; Handouts; Lesson plan
II. Incoming Scheme *Note:* Trainee should generally have a *live* scheme record before starting parcel sorter incoming scheme training. Areas covered in the incoming scheme training are the same as for the outgoing scheme. The orientation will be given only once, usually during the trainees' first session.	
III. Mixed scheme Outgoing primary and incoming primary combined	

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Phase 2—Keyboard Number Training

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
218.3	Parcel Sorter Distributor (Machine)	Parcel Sorter Machine Operation (Scheme Numbers and Keying)	10 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
First Line Supervisor or Operator-Instructor	Regular (Annual Rate)	11-0
	Regular (Hourly Rate)	31-0
	Career Substitute	41-0

Where Should Training be Conducted?
Classroom

When Should Training be Conducted?

Starts simultaneously with scheme training

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Equipment and supplies	Parcel sorter training device; Keyboard guide; Wall chart; Daily Record, Form 2438; Lesson plan; Appropriate filmstrips; P.S. Training Manual
B. Explanation of parcel sorter training device 1. Starting and stopping 2. Speed selector switch 3. Counters 4. Record of errors 5. Operating keyboard 6. Projector	Training device
C. Numbers training procedure 1. Numbers to be learned 2. Lesson plan—dexterity drill; reviewing procedure; new numbers drill 3. Speed and accuracy requirements 4. Recording results	Lesson plan; training device, etc. See above.

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Phase 3—Keying the Scheme

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CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
218.4	Parcel Sorter Distributor (Machine)	Parcel Sorter Machine Operation (Keying Schemes)	See 323 (p. 29)

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
First Line Supervisor or Operator-Instructor	Regular (Annual Rate) Regular (Hourly Rate) Career Substitute	11-0 31-0 41-0

Where Should Training be Conducted?

Classroom

When Should Training be Conducted?

After completion of Phase 1, scheme training, and Phase 2, keyboard number training

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Equipment and supplies	Parcel sorter training device; Wall chart; Daily Record, Form 2438; Lesson plan; Appropriate filmstrips; P.S. Training Manual
B. Keying scheme training procedure 1. Number of lessons and number of items for each lesson 2. Review lessons 3. Speed and accuracy requirements for initial covering of scheme items 4. Final speed and accuracy requirements in training (50 per minute at 98 percent accuracy) 5. Procedure for keying lessons 6. Requirements for passing each lesson 7. Overcoming speed and accuracy plateaus	Training device; Lesson plan, etc. See above

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SUMMARY OF ESTIMATED TRAINING HOURS

Parcel Sorter Keyboard Operator

Scheme	Number of Separations	Speed (A)—No. items per minute	Percent accuracy	Scheme—Instantaneous recognition only	Scheme—No prior knowledge	Keyboard number training	Scheme and keyboard combined	Total hours	
								Prior scheme knowledge	No prior scheme knowledge
Incoming primary	20–49	50	98	•5–10	------	10	•10–15	•15–25 (plus 10 hours keyboard No. training is used)	(••)
Outgoing primary	20–49	55 (B)	98	------	10–15	10	20–30	------	40–55
Mixed (C) (Outgoing and incoming primaries combined)	20–49	50	98	•5–10 (Incoming primary)	10–15 (Outgoing primary)	10	•15–25	•20–35 (plus 20–25 hours)	(••)

•Average time per section.

••Trainee must have live record on incoming primary in regular manual scheme training before entering parcel sorter training for *incoming primary* or *mixed* schemes.

(A) Speed shown is for training purposes.

(B) If parcel sorter is to be operated at a higher speed, training will also be at this higher speed, and total training time will be increased approximately 5–15 hours. Check training unit.

(C) Mixed scheme is a new operational procedure. Training time will be reviewed during calendar year 1969 for possible revision.

330 MAILHANDLER CRAFT

331 Mailhandler Craft Orientation Requirements

POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
220	Mailhandler	Responsibilities and Duties of Position	10 min.

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Group Leader		
Where Should Training be Conducted?	Regular (Annual Rate)	12–0
Classroom, quiet area, or work area	Regular (Hourly Rate)	32–0
	Career Substitute	42–0

When Should Training be Conducted?

Second day in duty status and before assignment to job

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction and relationship to supervisor B. Introduction and relationship to group leader C. Necessity of following instructions D. Acceptable conduct E. Schedule assignment: Hours of duty Days off Personal appearance F. Workroom conduct (Good housekeeping, smoking regulations, personal needs, personal effects, relationship with other employees, caution against horseplay)	

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TL–2, 7–1–69

POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
220	Mailhandler	Responsibilities and Duties of Position	25 min.

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Group Leader or Supervisor	Regular (Annual Rate) Regular (Hourly Rate) Career Substitute	12-0 32-0 42-0

Where Should Training be Conducted?
Classroom, quiet area, or work area

When Should Training be Conducted?
Second day in duty status and before assignment to job

Points To Be Covered	Instructional Aids and Notes to Instructor
Duties of Position	Job description
A. Loading and unloading mail	
B. Transfer of mail	
C. Preparing mail for distribution	
D. Dispatching mail	
E. Protection of mail from damage, loss, or theft	
F. Film *Duties of the Mail Handler*	*Duties of the Mail Handler*—16-mm film, projector and screen

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
220	Mailhandler	Procedures to Follow When Unable to Report for Duty	15 min.

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor	Regular (Annual Rate)	12–0
	Regular (Hourly Rate)	32–0
	Career Substitute	42–0

Where Should Training be Conducted?
Classroom or quiet area

When Should Training be Conducted?

Second day in duty status and before assignment to job

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Telephone numbers—when to call	
B. Use of Form 3971	Form 3971
C. ATAL program, annual and sick leave, AWOP, AWOL (Specifically related to this craft assignment)	

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TL–2, 7–1–69

POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
220	Mailhandler	Safety and Emergency Procedures	45 min.

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor and/or Group Leader	Regular (Annual Rate) Regular (Hourly Rate) Career Substitute	12-0 32-0 42-0

Where Should Training be Conducted?
Classroom, quiet area, or work area

When Should Training be Conducted?

Second day in duty status and before assignment to job

Points To Be Covered	Instructional Aids and Notes to Instructor
Safety Kit (Mailhandler) A. Film, *How to Lift Safely* B. Machine hazards C. Proper clothing: Necklaces, ties, and loose sleeves prohibited around moving machinery Female employees required to wear shoes with heels of moderate height D. Correct methods of moving gurneys and nutting trucks E. Fire and emergency procedures	Film slides and script 16-mm projector, screen, and film *How to Lift Safely*

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POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
220	Mailhandler	Identifying Types and Categories of Mail	30 min.

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor and/or Group Leader	Regular (Annual Rate) Regular (Hourly Rate) Career Substitute	12–0 32–0 42–0

Where Should Training be Conducted?
Classroom or quiet area and workroom floor

When Should Training be Conducted?

Second day in duty status and before assignment to job

Points To Be Covered	Instructional Aids and Notes to Instructor
Identification of, and Treatment Afforded:	
A. First-class mail:	35-mm filmstrip and projector, *Classes of Mail*
Local—Nonlocal Metered—Stamped	
B. Second-class mail:	
Daily newspapers Magazines	Specimens of the different classes and types of mail
C. Third-class mail:	
Local Nonlocal Bulk mail—recognition of, and clearance procedures	
D. Special handling	
E. Fourth-class mail:	
Ordinary Special handling	
F. Special delivery	
G. Certified	
H. Registered	
I. Collect on delivery	
J. Military mail	
K. Customs	
L. Postage due	

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
220	Mailhandler	Tour of Assigned Installation	40 min.

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or OJT Instructor	Regular Regular (Hourly Rate) Career Substitute	12–0 32–0 42–0

Where Should Training be Conducted?
Assigned installation

When Should Training be Conducted?

Second day in duty status and before assignment to job

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Discuss diagram of facility	Diagram of facility
B. Locations where work will be performed	
C. Sources of mail--receipt and dispatch points clearance section	
D. Flow of mail	
E. Fire exits and equipment	
F. Safety hazards	
G. Swing, lunch and locker rooms	
H. Location of offices Time section Tour superintendent	
I. First aid room	

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
220	Mailhandlers appointed prior to installation of Craft Skill Training System	Safety and Emergency Procedures	1½ hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor and/or Group Leader	Regular (Annual Rate) Regular (Hourly Rate) Career Substitute	12–0 32–0 42–0

Where Should Training be Conducted?

Classroom, quiet area, or work area

When Should Training be Conducted?

Complete within three months after receipt of these requirements

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Films, *How to Lift Safely* or *A Weight Away*	16mm projector, screen, and films, *How to Lift Safely* or *A Weight Away* Utilize mailhandler to demonstrate proper lifting of sacks and pouches
B. Machine hazards	
C. Proper clothing Necklaces, ties, and loose sleeves prohibited around moving machinery Female employees required to wear shoes with heels of low or moderate height. Open toe shoes and sneakers are not suitable for wear on workroom floor	
D. Correct methods of moving gurneys and nutting trucks	
E. Fire and emergency procedures	
F. Safety slide kit for mailhandlers	Mailhandler safety kit—slides and script

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332 Mailhandler Skill Training Requirements

POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
242.1	Mailhandler	Outgoing Mail Preparation (Mixed Collection)	3:30

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor and/or Group Leader	Regular	12-0
Where Should Training be Conducted?	Regular (Hourly Rate)	32-0
Workroom floor	Career Substitute	42-0

When Should Training be Conducted?

Provide ½ hour instruction before assignment, 1½ hour close monitoring before independent assignment, and 1½ hour followup instruction during next period of assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Segregating and dumping collection mail Reading pouch and sack labels Disposal of empty equipment Actual dumping under close monitoring B. Culling (mixed collection mails) Identifying classes and types of mails Withdrawing bundles Disposition of identified bundles—local, out-of-town Separating nonmachineable mail from cancelable mail Disposition of nonmachine-cancelable mail Actual culling under close monitoring C. Facing mail (where applicable) Actual facing under close monitoring	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
242.3	Mailhandler	Outgoing Mail Preparation (Class A Machine-Canceling)	1 hour

Instructor to be (Position)

Supervisor and/or Group Leader

Where Should Training be Conducted?

Workroom floor

Type of Appointment	Desig. and Act. Code
Regular	12–0
Regular (Hourly Rate)	32–0
Career Substitute	42–0

When Should Training be Conducted?

Before independent assignment to operate the canceling machine

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Machine-Class "A" canceling B. Changing die C. Treatment of long letters and short letters D. Actual canceling under close monitoring E. Performance of routine or minor maintenance tasks	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
242.4	Mailhandler	Outgoing Mail Preparation Facer Canceler, Edger-Stacker	1½–2 hrs. classroom/2 hrs. on-the-job

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
First Line Supervisor, Group Leader or Maintenance Technician	Regular Regular (Hourly Rate) Career Substitute	12–0 32–0 42–0

Where Should Training be Conducted?

Classroom and on-the-job

When Should Training be Conducted?

Classroom training must be completed before assignment to operating facer-canceler
On-the-job training is performed when first assigned to the machine

Points To Be Covered	Instructional Aids and Notes to Instructor
OPERATION OF FACER-CANCELER AND EDGER-STACKER	
Classroom	
A. Machine "A" and Machine "B" Operators: 1. Operating machine controls 2. Safety precautions 3. Clearing jams	Training manual P-22; 35-mm filmstrip, *Mail Preparation Line;* slide projector; 16-mm film *Edger-Stacker;* film projector; handouts
B. Machine "A" Operator: 1. Operating controls for edger-stacker 2. Stacking mail in the edger-stacker 3. Removing nonmachineable mail 4. Proper feeding of mail to the facer-canceler 5. Operates facer-canceler-edger-stacker at the prescribed rate of SP 2–470	See above
C. Machine "B" Operator: 1. Disposing of canceled mail and providing empty trays 2. Clears jams and assists "A" operator, as needed	See above
Note: Machine "A" and "B" operators interchange periodically	
On-the-job	
D. Demonstrate the points listed under classroom training	Actual equipment
E. Supervisor fills out performance evaluation for each operator	Performance evaluation form
F. Performance of routine or minor maintenance tasks (upon attaining performance standards prescribed for job)	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No. 242.5	**For (Position)** Mailhandler	**Skill or Topic** Outgoing Mail Preparation (Metered)	**Basic Time** 2 hours

Instructor to be (Position) Supervisor and/or Group Leader	**Type of Appointment**	**Desig. and Act. Code**
	Regular	12-0
Where Should Training be Conducted? Workroom floor	Regular (Hourly Rate)	32-0
	Career Substitute	42-0

When Should Training be Conducted?

Fifteen minutes before assignment to process metered mail; 1:45 before independent assignment (where separate metered breakup unit operated)

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Metered mails B. Traying—local—out-of-town C. Identifying nonmetered D. Separating letter-size and other sizes E. Disposition of cancelable mail F. Disposition of metered mail G. Actual performance under close monitoring	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
252	Mailhandler	Incoming Mail Preparation (Transit Opening Unit)	3 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor and/or Group Leader	Regular Regular (Hourly Rate) Career Substitute	12–0 32–0 42–0

Where Should Training be Conducted?

Workroom floor

When Should Training be Conducted?

Thirty minutes before assignment
Two and one-half hours before independent assignment to incoming opening operations

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Segregating sacks and containers Preferential, nonpreferential, papers, letter circulars, etc.	
B. Identification and handling of presorted mail and bypass mail	
C. Placarding or identifying sacks of nonpreferential mail as to time of receipt	
D. Opening—dumping—inspection of empty sacks	
E. Conveyor operation—where applicable	
F. Identification and disposition of bundles and single pieces as to type, classification, etc. Special delivery, registered	
G. Traying or placing in work containers	
H. Preparing bundles for distribution	
I. Disposal of empty equipment Sacks, labels, bands	
J. Disposal of mail for further handling	
K. Disposal of mail bypassing further handling	
L. Movement of mail to work centers	
M. Weighing mail and recording weights	
N. Actual performance under close monitoring	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
272	Mailhandler	Repairing and Rewrapping Damaged Mail	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor and/or Group Leader	Regular	12-0
	Regular (Hourly Rate)	32-0
	Career Substitute	42-0

Where Should Training be Conducted?
Parcel repair area or workroom

When Should Training be Conducted?

One-half hour before assignment
Two and one-half hours before independent assignment to task

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Repairing and rewrapping damaged mail	
B. Obtaining damaged mail	
C. Use of: Tying machine Tape dispensers Heat sealing (where applicable) Rewrap containers: Cartons Bags Hand wrapping	
D. Identification and retention of contents, labels	
E. Precautionary measures	
F. Disposal of unidentifiable contents	
G. Re-entry into mail stream	
H. Sanctity of mail and contents	
I. Use of Form 3837	Form 3837
J. Use of Form 3823	Form 3823
K. Location of supplies	
L. Actual performance under close monitoring	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden No.	For (Position)	Skill or Topic	Basic Time
274	Mailhandler	Sack Handling	1 hour

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor and/or Group Leader	Regular Regular (Hourly Rate) Career Substitute	12-0 32-0 42-0

Where Should Training be Conducted?
Workroom floor

When Should Training be Conducted?
Before independent assignment to perform that task

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Reading pouch and sack labels B. Unloading mail (sacks, pouches, hampers) C. Loading mail on moving belts D. Loading mail on conveyors and down drop holes E. Dumping mail from sacks and pouches F. Segregating and dumping mail G. Culling (identifying classes and types of mail) H. Performance under close monitoring	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
276.1	Mailhandler	Platform Operations	3 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor and/or Group Leader	Regular Regular (Hourly Rate) Career Substitute	12-0 32-0 42-0
Where Should Training be Conducted? Platform		

When Should Training be Conducted?

Thirty minutes before assignment (classroom where films are shown and workroom)
Two and one-half hours before independent assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
I. Incoming Platform Operations	
A. Opening vehicle and rail car doors (where applicable)	
B. Unloading vehicles	
C. Platform levelers (where applicable)	
D. Receiving direct mailers shipment—bulk mail, etc.	
E. Clearance procedures	
F. Use of portable conveyors	16-mm projector (motion picture) and films: *Outgoing Platform Activities* *Incoming Platform Activities*
G. Arrangement of platform trucks and hampers	
H. Reading of sack labels	
I. Disposition of mail by class and type: Preferential—nonpreferential Sacks Outsides	
J. Entry in conveyor-systems (mechanized offices) Dumping mail in drops and on conveyors	
II. Outgoing Platform Operations	
A. Sack handling at sawtooth platform	
B. Loading platform trucks	
C. Direct runouts and chutes (mechanized offices)	
D. Handling outsides	
E. Placing sacks in holding area	
F. Loading vehicles and rail cars: Sequential platform placement and loading Full utilization of vehicle cube Use of portable conveyors Use of platform dockboards, platform levelers (where applicable)	Chapter VII—Handbook M-52

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)**	**Skill or Topic**	**Basic Time**
276.2	Mailhandler	Dispatch Procedures	2 hours

Instructor to be (Position) Supervis[illegible]nd/or Goup Leader	**Type of Appointment**	**Desig. and Act. Code**
Where Should Training be Conducted? Thirty min. group instructions work-room floor	Regular Regular (Hourly Rate) Career Substitute	12–0 32–0 42–0

When Should Training be Conducted?

Must be completed before assignment to the particular operation
Thirty minutes before assignment
One and one-half hours before independent assignment

Points To Be Covered	**Instructional Aids and Notes to Instructor**
A. Sweeping mail from cases	
B. Assembling mail in trays	
C. Sacking and pouching mail	Chapter VII Handbook M–52
D. Loading nutting trucks	*Cargo Loading and Control*
E. Moving nutting trucks and other rolling equipment	
F. Loading sacks, pouches, and parcels in trucks or railroad equipment	
G. Loading and securing containers in trucks	
H. Loose pack dispatch	
I. Reading pouch and sack labels	
J. Closing and locking sacks and pouches	
K. Dispatching sacks and pouches—where necessary, furnish trainees written instructions on dispatch procedures	
L. Tying flat bundles	Banding Instruction Handout
M. Banding letter bundles	
N. Labeling packages of mail	POD Notice 91
O. Actual performance under close monitoring	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
278.1	Mailhandler	Parcel Post Mail Processing	1 hour

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor and/or Group Leader	Regular Regular (Hourly Rate) Career Substitute	12–0 32–0 42–0
Where Should Training be Conducted? Workroom area		

When Should Training be Conducted?

One hour before independent assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Hanging and labeling sacks B. Rack locations and layout C. Movement of hampers, platform trucks, etc., to and from distribution areas D. Sacking parcels E. Pull down for dispatch F. Dispatch to dump holes, platform trucks	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
278.2	Mailhandler	Distribution Procedures	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor and/or Group Leader	Regular Regular (Hourly Rate) Career Substitute	12–0 32–0 42–0
Where Should Training be Conducted? Workroom floor, 30 min. group instructions		

When Should Training be Conducted?

Must be completed before assignment to this particular operation

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Explanation of *nixie* B. Mail separations C. Sack and pouch separation D. Familiarization with outgoing distribution area E. Ledge loading (other)	

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340 SPECIAL DELIVERY MESSENGER CRAFT

341 Special Delivery Messenger Orientation Requirements

POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No. 340	**For (Position)** Special Delivery Messenger	**Skill or Topic** Duties and Responsibilities: Use of Timecards Introduction	**Basic Time** 2 hours

Instructor to be (Position) (*)	**Type of Appointment**	**Desig. and Act. Code**
Where Should Training be Conducted? Classroom or quiet area	Regular Career Substitute Temporary Substitute—Ind.	14-0 44-0 54-0

When Should Training be Conducted?

Must be completed before assignment to duty or other training

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Explanation of duties Delivery of special delivery mail Schedule of work hours and days Prompt return to office after completion of last delivery	Job description
B. Telephone numbers for calling in during emergencies and illness	
C. Customer relations	
D. Safety When driving When walking When lifting Safety slide kit for special delivery messengers	Safety slide kit, projector and screen
E. Use of timecards or time recording badges Form 1230 Form 1232 Trip Card (Form 1234)	
F. Introduction Supervisor Instructor(s) Fellow messengers	
G. Wearing of uniforms	

*Special delivery foreman or qualified special delivery OJT instructor.

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POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
340	Special Delivery Messenger	Types of Mail Acceptable as Special Delivery	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
(*)	Regular Career Substitute	14–0 44–0

Where Should Training be Conducted?
Classroom or quiet area

When Should Training be Conducted?
Must be completed before assignment to duty or other training

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Types of mail acceptable as special delivery, *Classes of Mail* filmstrip	35-mm filmstrip projector; 33⅓ rpm record player *Classes of Mail* filmstrip
B. Delivery of accountable mail filmstrip	*Delivery of Accountable Mail* filmstrip and record
C. Special services Special delivery Recognition Fees	
D. Registered special delivery Office treatment Street treatment Delivery treatment	
E. Insured special delivery Numbered and unnumbered Delivery procedures	
F. Collect on delivery special delivery Office treatment Delivery treatment	
G. Certified special delivery Office treatment Delivery treatment	
H. Sanctity of mails Protection of mail on route	

*Special delivery foreman or special delivery OJT instructor.

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TL-2, 7-1-69

POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No. 430	**For (Position)** Special Delivery Messengers appointed prior to installation of Craft Skill Training System	**Skill or Topic** Safety Training	**Basic Time** 1½ hours
Instructor to be (Position) Special Delivery Foreman	**Type of Appointment** Regular (Annual Rate) Career Substitute		**Desig. and Act. Code** 14–0 44–0
Where Should Training be Conducted? Classroom or quiet area			

When Should Training be Conducted?

Complete within three months after receipt of these requirements

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Safety slide kit for special delivery messengers (Under development. Will be available in FY 1971)	Special delivery messenger safety slide kit—script and slides
B. Seat belt film, *Make It Your Habit*	16mm film, *Make It Your Habit* 16mm projector, screen
C. 16mm film, *You Can't Bite Back*	16mm film, *You Can't Bite Back*
D. Safety slide kit for driver orientation	Driver orientation slides and script

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342 SPECIAL DELIVERY MESSENGER SKILLS TRAINING REQUIREMENTS

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)**	**Skill or Topic**	**Basic Time**
342.1	Special Delivery Messenger	Office Work Before Leaving	3 hours

Instructor to be (Position) (*)	**Type of Appointment**	**Desig. and Act. Code**
Where Should Training be Conducted? Work station	Regular Career Substitute	14-0 44-0

When Should Training be Conducted?

Must be completed before assignment to duty or other training

Points To Be Covered	**Instructional Aids and Notes to Instructor**
A. Time recording procedures B. Obtaining mail and arrow keys Special delivery Special delivery postage due Special delivery registered Special delivery COD, insured and Certified C. Receipting for accountable mail D. Preparing forms for accountable mail E. Arranging mail for sequence of delivery Use of street guide F. Loading satchel G. Obtaining vehicle H. Loading parcels in vehicle I. Use of trip card	

*Special delivery foreman or special delivery OJT instructor.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
342.3	Special Delivery Messenger	Street Duties	8 hours

Instructor to be (Position) (*)	Type of Appointment	Desig. and Act. Code
Where Should Training be Conducted? On route	Regular Career Substitute	14–0 44–0

When Should Training be Conducted?

Must be completed before assignment to duty or other training

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Delivery methods and procedures Importance of personal delivery Procedure when addressee is not home When to leave special delivery article When to return article to office Use of Form 3955 Articles endorsed *Restricted Delivery*	
B. Delivery to *Out of Bound* boxes	
C. Delivery of accountable and signature mail Protection of accountable mail before delivery	
D. Delivery to business addresses Multistory building; hotels; holiday service; retail stores	
E. Delivery to residential addresses High-rise apartment building; garden-type apartments; single units; rooming houses	
F. Handling, packing, and locking vehicle while making deliveries	
*Special delivery foreman or qualified special delivery OJT instructor.	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
342.5	Special Delivery Messenger	Office Work—After Return	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
(*)	Regular Career Substitute	14–0 44–0

Where Should Training be Conducted?
Work station

When Should Training be Conducted?

Must be completed before assignment to duty or other training

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Use of trip card and truck card B. Disposition of undeliverable items C. Obtaining clearance for accountable, signature mail, and keys D. Servicing of vehicle E. Check-in of vehicle F. Questions and answers—immediate supervisor G. Summary of craft orientation and job skills	

*Special delivery foreman or qualified special delivery OJT instructor.

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CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
430	Special Delivery Messenger	Driver Orientation	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Designated Driver Instructor	Regular (Annual Rate) Career Substitute	14–0 44–0

Where Should Training be Conducted?
Classroom or quiet area

When Should Training be Conducted?

Before assignment to driving duties: Items A, B and C, to be given before initial driver training on vehicle—1 hour; items D–K, to be given after trainee completes training on vehicles—1 hour.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Defensive driving Professional *vs.* amateur drivers Proper attitudes Explanation of stopping distances (reaction time plus braking time) Safety slide kit for driver orientation	Safety slide kit, slide projector, screen
B. Vehicle preservation Role of driver in preserving vehicle	
C. Local traffic laws and ordinances Prohibition against speeding Rules on parking and double parking	
D. Vehicle maintenance Use of repair tag	Form 4565, Repair Tag
E. Procedure in case of an accident	
F. Discussion of contents in accident report kit	Accident Report Kit
G. Role of accident review board Preventable *vs.* nonpreventable accidents Safe driving awards	POD Publication *For Experts Only*
H. Use of Form 4570, Truck Card	Form 4570
I. Driver customer relations	
J. 16-mm film—*The Smith System of Space Cushion Driving*	16-mm film—*The Smith System of Space Cushion Driving* 16-mm projector, screen
K. Seat belt film—*Make it Your Habit*	16-mm film—*Make It Your Habit* 16-mm projector, screen

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POST OFFICE DEPARTMENT

CRAFT SKILLS TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Special Delivery Messenger	Vehicle Familiarization (Right-hand drive, Jeep Dispatcher 100)	1 hour

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Designated Driver Instructor	Regular (Annual Rate) Career Substitute	14–0 44–0

Where Should Training be Conducted?
Classroom or quiet area and garage or driving range

When Should Training be Conducted?

Within 3 months after receipt of these instructions for messengers *already assigned to drive this vehicle,* if they have not received same or equivalent training. Immediately prior to assignment to drive this vehicle *for other messengers.*

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduce and show slide-sound presentation, "From Footpower to Horsepower".	Slide projector, cassette tape player, screen, slides and cassette
B. Discuss pertinent points of presentation.	
C. Demonstrate and discuss following operations or parts of vehicle and relate to slide-sound presentation: a. Mirrors (rearview, pot lid and side) b. Windshield wipers c. Tire pressure d. Gas and oil e. Doors, latches and locks f. Gas tank location and clearance g. Loading and rear loading clearance h. Seat adjustment i. Safety belt j. Controls and switches k. Instruments and indicator lights l. Steering capability m. Acceleration and braking characteristics	Ratio of instructors to trainees not to exceed 1 to 5
D. Provide each trainee with Notice 76, Expanded Vehicle Safety Check. Review and discuss in relation to vehicle.	Notice 76

POST OFFICE DEPARTMENT
CRAFT SKILLS TRAINING REQUIREMENTS

Training Iden. No. 432	For (Position) Special Delivery Messenger	Skill or Topic Vehicle Familiarization (Conventional truck)	Basic Time 20 min.

Instructor to be (Position) Designated Driver Instructor	Type of Appointment Regular (Annual Rate) Career Substitute	Desig. and Act. Code 14-0 44-0
Where Should Training be Conducted? Classroom or quiet area and garage or driving range		

When Should Training be Conducted?

Before assignment to driving duty. Time is based on prior training on right-hand drive truck or three-wheel vehicle. If trainee has not received prior training, provide 1 hour for this phase

Points To Be Covered	Instructional Aids and Notes to Instructor
Explain and demonstrate the following parts and operations of a conventional vehicle: a. Gear shift b. Ignition c. Accelerator and brake pedals d. Parking brakes and adjustments e. Windshield wipers f. Light switches (headlights, parking, flashing, and directional) g. Gasoline and oil gauges h. Tire pressure i. Loading vehicle j. Mirrors (rearview, side, and pot lid)	Ratio of instructors to trainees not to exceed 1 to 5
Safety Check Notice 76 to each trainee for safety check	Notice 76

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
**	Special Delivery Messenger	Controlled Driving Instruction and Evaluation	(*)

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Designated Driver Instructor	Regular (Annual Rate) Career Substitute	14-0 44-0

Where Should Training be Conducted?
Driving range

When Should Training be Conducted?
Before assignment to drive that particular vehicle

Points To Be Covered	Instructional Aids and Notes to Instructor
Allow each trainee to practice driving for proficiency in:	One vehicle for two trainees (the type vehicle employees will be assigned to drive)
a. Smooth stopping and knowledge of braking distance required for varying speeds	
b. Locating front and rear bumpers	
c. Maneuvering of vehicle for clearance on right and left sides	Ten to 15 traffic cones or pylons as required by course layout
d. Parking of vehicle—backing and perpendicular	Chalk for marking off stop lines and course problems Schematic of practice course
e. Five-mile road test for evaluation of driver trainee	Form 1543

*Provide 2 hours instruction and practice for right-hand drive or three-wheel vehicles. Allow 40 minutes practice for left-hand drive vehicle when trainee has received prior training on right-hand drive or three-wheel vehicle. If left-hand drive truck is initial assignment, provide 2 hours practice for that vehicle.

**For conventional trucks, use 442. For right-hand drive, use 444.

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350 MOTOR VEHICLE CRAFT

351 Motor Vehicle Craft Orientation Requirements

POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
450	Vehicle Operator	Duties and Responsibilities	Approx. 45 minutes

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supt., V.O., or Designee	Regular	13-5
	Career Substitute	43-5
	Temporary Substitute IND	53-5
	Temporary Substitute NTE (must be over 30 days)	63-5

Where Should Training be Conducted?
Quiet, restricted area near the vehicle operations office

When Should Training be Conducted?
Before assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Importance of on-time operation as it relates to other post office functions; dispatch times—carrier leaving times—rail schedules—routes of travel, etc.	POD Publication 70
B. Classes of mail: Types carried	
C. Care and appearance of equipment—responsibility while in driver's custody	Part 681, Postal Manual
D. Unauthorized riders, stops, or improper use of vehicle	

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
450	Vehicle Operator	Reporting, records, and schedules	Approx. 45 minutes

Instructor to be (Position)
Supt., V.O., or Designee

Where Should Training be Conducted?
Quiet, restricted area near the vehicle operations office

Type of Appointment	Desig. and Act. Code
Regular	13-5
Career Substitute	43-5
Temporary Substitute IND	53-5
Temporary Substitute NTE (must be over 30 days)	63-5

When Should Training be Conducted?
Before assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Reporting for duty: 1. In proper uniform 2. On time 3. Employees' entrances and exists 4. How to ascertain reporting time—make assignment for subsequent day. Who makes assignment—how it is determined 5. Local requirements when unable to report for duty 6. Use and location of timeclocks 7. Location of swing rooms—available facilities, etc.	POD Publication 70
B. Schedules: (Explain in detail)	Form 4533
C. Records: Explain using illustrations of various forms employees use daily and frequently. Include proper procedure for timecards, accident reporting, Forms 4570, 4575, 4598, etc.	Vu-Graph No. 1 Vu-Graphs Nos. 2-7

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
450	Vehicle Operator	Safety in Vehicle Operations	Approx. 2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Vehicle Operator Analyst with Technical Assistance of Safety Unit	Regular	13–5
Where Should Training be Conducted?	Career Substitute	43–5
Quiet, restricted area near the vehicle operations office	Temporary Substitute IND	53–5
	Temporary Substitute NTE (must be over 30 days)	63–5

When Should Training be Conducted?

Before assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Local and State laws as applicable to Government vehicles or peculiar only to G.V.S. Briefly review local and State laws on truck operation in general	POD Publication 70
B. Types of accidents—proper procedure for reporting—forms to be completed—explain contents of the accident report kit	Vu-Graphs Nos. 20–22
C. Use of seat belts film *Make It Your Habit*	16-mm film *Make It Your Habit*
D. Locking of vehicles	
E. Fire prevention	
F. Smith film—*Space Cushion Driving*	16-mm film *Space Cushion Driving;* Projector and screen
G. Safety slide kit for vehicle operator	Slide kit, 35-mm slide-projector and screen

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
450	Vehicle Operator	Vehicle Maintenance	1 hour 30 min.

Instructor to be (Position)
Superintendent, Vehicle Maintenance

Where Should Training be Conducted?
Quiet, restricted area near the vehicle operations office

Type of Appointment	Desig. and Act. Code
Regular	13–5
Career Substitute	43–5
Temporary Substitute IND	53–5
Temporary Substitute NTE (must be over 30 days)	63–5

When Should Training be Conducted?
Before assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction of superintendent of maintenance. Briefly explains the effects of bad driving habits on vehicles. B. Maintenance employee outlines the use of Form 4565—how it is used to assure necessary repairs. Importance of retaining operator's copy.	POD Publication 70 Damaged parts display Vu-Graph No. 19

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
450	Vehicle Operator	Methods and Procedures	Approx. 2 hours 30 minutes

Instructor to be (Position)
Supt., V.O., or Designee

Where Should Training be Conducted?
Quiet, restricted area near the vehicle operations office

Type of Appointment	Desig. and Act. Code
Regular	13-5
Career Substitute	43-5
Temporary Substitute IND	53-5
Temporary Substitute NTE (must be over 30 days)	63-5

When Should Training be Conducted?

Before assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Handling pouches	POD Publication 70
B. Registered mail	Secs. 240, 250, 260, and Part 5, Methods Handbook M-41
C. Collections and relays	
D. Inspection of vehicle before leaving garage	POD Notice 76
E. Method of bed loading (Maximum cube utilization. Order of delivery.)	Vu-Graph Slides Nos. 8 through 18
F. Containers—loading and control (1) Hampers (2) Platform trucks (3) Pallets (4) Tray carts (5) Parcel post container	Methods Handbook M-52

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TL-2, 7-1-69

POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
450	Vehicle Operator	Relationship of Vehicle Service to Postal Operations	Approx. 30 minutes

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supt., V.O., or Designee	Regular	13-5
Where Should Training be Conducted? Quiet, restricted area near the vehicle operations office	Career Substitute	43-5
	Temporary Substitute IND	53-5
	Temporary Substitute NTE (must be over 30 days)	63-5

When Should Training be Conducted?

Before assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. The MVO is an integral and vital part of the Post Office	POD Publication 70
B. Vehicle operations supervisors and their line of authority	
C. Supervision en route—Authority of mail operations supervisors	
D. Area covered—Key mail points	Area maps Photos of major docks Handout
E. Local rules and regulations	

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CRAFT ORIENTATION REQUIREMENTS

Training Iden. No. 450	**For (Position)** Vehicle Operators appointed prior to installation of Craft Skill Training System	**Skill or Topic** Safety	**Basic Time** 1¾ hours

Instructor to be (Position) Vehicle Operation Analyst	**Type of Appointment** Regular Career Substitute Temporary Substitute IND	**Desig. and Act. Code** 13–5 43–5 53–5
Where Should Training be Conducted? Quiet restricted area near vehicle operations office		

When Should Training be Conducted?

Complete within three months after receipt of these requirements

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Local and State laws as applicable to Government vehicles or peculiar only to G.V.S. Briefly review local and State laws on truck operation in general	POD Publication 70
B. Use of seat belt film, *Make It Your Habit*	16mm film, *Make It Your Habit*
C. Fire prevention	
D. Safety slide kit for driver orientation	Slide kit, 35mm slide projector and screen

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352 Motor Vehicle Craft Skill Training Requirements

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)**	**Skill or Topic**	**Basic Time**
452	Vehicle Operator	Controlled Driving Instruction and Evaluation	Approx. 4 hours

Instructor to be (Position)	**Type of Appointment**	**Desig. and Act. Code**
Driver Instructor and Examiner	Regular	13-5
	Career Substitute	43-5
Where Should Training be Conducted?	Temporary Substitute IND	53-5
Driving range and on route	Temporary Substitute NTE (must be over 30 days)	63-5

When Should Training be Conducted?

Prior to being assigned to a run

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Familiarize employees with vehicle types involved	POD Publication 70
B. Driving on range	Controlled driving range
C. Driving in traffic course	Planned route of travel through traffic
D. Visit to terminal areas and main office platform	
E. Evaluation of performance	Form 1543

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CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
454	Vehicle Operator	Assignment to Work Situation—Certification	Approx. 16 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Driver-Trainer	Regular	13-5
	Career Substitute	43-5
Where Should Training be Conducted?	Temporary Substitute IND	53-5
Route of driver-trainer	Temporary Substitute NTE (must be over 30 days)	63-5

When Should Training be Conducted?

Prior to being assigned to regular duties

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Assignment to run with qualified driver-trainer	
B. Observation of route	
C. Operation of route by trainee	
D. Evaluation of driver-trainer	Form 1543
E. Certification for duty	

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353 Tractor-Trailer Operator Training Requirements

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
462	Tractor-Trailer Operator	Classroom Indoctrination	2 hours

Instructor to be (Position)
Driver Instructor and Examiner

Where Should Training be Conducted?

Type of Appointment
NOMINEES FOR TRACTOR-TRAILER VACANCIES: Motor vehicle operators desiring tractor-trailer assignments—New employees having had tractor-trailer experience—Junior mechanics being promoted to MVO where some part-time T-T operation may be required

Desig. and Act. Code

When Should Training be Conducted?
Before assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. General operation	POD Publication 70, Phase II
B. Engines 1. Gasoline 2. Diesel	Cummin's film *Diesel Engine Operation*
C. Transmissions	POD Publication 70, pp. 27–30
D. Trailer loading and hitching 1. Fifth wheels 2. Landing gear 3. Cargo control	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
464.1	Tractor-Trailer Operator	Tractor Familiarization	1-2 hours

Instructor to be (Position)
Driver Instructor and Examiner

Where Should Training be Conducted?
In facility and on controlled driving range

Type of Appointment
NOMINEES FOR TRACTOR-TRAILER VACANCIES: Motor vehicle operators desiring tractor-trailer assignments—New employees having had tractor-trailer experience—Junior mechanics being promoted to MVO where some part-time T-T operation may be required

Desig. and Act. Code

When Should Training be Conducted?
Before assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Controls—Functions: 1. Air pressure 2. Tachometer 3. Oil gauge B. Gears C. Driving practice in controlled area	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
464.2	Tractor-Trailer Operator	Trailer Familiarization	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Driver Instructor and Examiner	NOMINEES FOR TRACTOR-TRAILER VACANCIES: Motor vehicle operators desiring tractor-trailer assignments—New employees having had tractor-trailer experience—Junior mechanics being promoted to MVO where some part-time T-T operation may be required	
Where Should Training be Conducted? On street		

When Should Training be Conducted?

Before assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Tractor-Trailer Mating 1. Fifth wheels 2. Kingpins	
B. Air Hoses and Light Connections 1. Hookup 2. Trailer lights and brakes	
C. Landing Gear 1. Lowering 2. Damage points 3. Specialized equipment (1) Flexivans (2) Piggyback equipment	
D. Trailer Loading 1. Sacks 2. Containers 3. Cargo control	Chapter VII—Methods Handbook M-52 Vu-Graph Slides—Loading Diagrams

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354 Tractor-Trailer Operator Skill Training Requirements

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
466	Tractor-Trailer Operator	Driving Practice	2–10 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Driver Instructor and Examiner	NOMINEES FOR TRACTOR-TRAILER VACANCIES: Motor vehicle operators desiring tractor-trailer assignments—New employees having had tractor-trailer experience—Junior mechanics being promoted to MVO where some part-time T-T operation may be required	

Where Should Training be Conducted?
Practice area

When Should Training be Conducted?
Before assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
Actual movement of a tractor-trailer combination in and around a set practice area	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No. 468	**For (Position)** Tractor-Trailer Operator	**Skill or Topic** Work Assignments	**Basic Time** 24 hours
Instructor to be (Position) Selected Driver Observer	**Type of Appointment** NOMINEES FOR TRACTOR-TRAILER VACANCIES: Motor vehicle operators desiring tractor-trailer assignments—New employees having had tractor-trailer experience—Junior mechanics being promoted to MVO where some part-time T-T operation may be required		**Desig. and Act. Code**
Where Should Training be Conducted? Assigned route			

When Should Training be Conducted?

Upon assignment to a work schedule

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Evaluation of performance B. Certification for tractor-trailer operation	

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360 RURAL CARRIER CRAFT

361 Rural Carrier Craft Orientation Requirements

POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Rural Carrier	Safety and Driver Orientation	2:00

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Driver Instructor or Supervisor	Regular Substitute of Record	71-0 73-0
Where Should Training be Conducted? Classroom or quiet area		

When Should Training be Conducted?

Before assignment to driving duties.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Rural carrier's responsibility for providing and maintaining vehicle in good operating condition	Handbook M-37, section 131, and POD Notice 76
B. Defensive driving:	
Professional vs. amateur drivers	
Proper attitudes	
Explanation of stopping distances (reaction time plus braking time)	
The Smith system of space cushion driving	16mm-film *The Smith System of Space Cushion Driving* 16mm-projector and screen
C. Local traffic laws and ordinances:	
Prohibition against speeding	
Rules on parking and double parking	
D. Procedures to follow in case of an accident	
E. Discussion of accident report kit	Accident report kit
F. Role of Accident Review Board:	
Preventable vs. nonpreventable accidents	Publication *For Experts Only*
Safe driving awards	
G. Driver customer relations	
H. Safety slide kit for rural carriers	Slide projector Rural carrier safety slides and script
I. Seat belt film *Make It Your Habit*	16mm-film *Make It Your Habit*
J. Five-mile road test	Form 1543

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Rural Carrier	Responsibility and Duties	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Postmaster and/or Supervisor	Regular	71-0
Where Should Training be Conducted?	Substitute of Record	73-0

When Should Training be Conducted?

Prior to assignment to street duties

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Use of Form 4240	Form 4240
B. Relationship to postmaster	Orientation Handbook, part 220, P-23
C. Sanctity of mails	
D. Knowledge of route and patron	
E. Protection of postal funds (fixed credit)	
F. Accept, collect and deliver on route all classes and types of mail	M-37 Handbook
G. Prohibition against curtailing mail without authorization	
H. Identifying classes of mail—determining postage rates for each	
I. Identifying special services—Delivery of accountable mail—Determining fees for each	*How to Deliver Accountable Mail,* slide-sound presentation
J. Maintenance of roster book	Roster book
K. Treatment of undeliverable mail	
L. Supplies and forms furnished by Department	

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362 Rural Carrier Skill Training Requirements

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** Rural Carrier	**Skill or Topic** Office Work—Before Leaving	**Basic Time** 1 day
Instructor to be (Position) Postmaster, Supervisor and/or Rural Carrier	**Type of Appointment** Rural Carrier Substitute of Record		**Desig. and Act. Code** 71–0 73–0
Where Should Training be Conducted? Local post office			
When Should Training be Conducted? Before independent assignment.			

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Obtaining and preparing for casing	Rural Carrier's Instruction Handbook, M–37
B. Use of carrier case	Carrier case
C. Learning locations of separations on case	Handbook, M-37
D. How to case mail (all classes): 1. Casing of letter-size mail 2. Casing magazines, papers, flats, etc.	
E. Purpose and use of carrier route book	Route book Throwback case Applicable forms
F. Treatment of undeliverable mail: 1. Forwarding 2. Return 3. Disposition	Postal Manual, part 355
G. Obtaining and receipting for accountable and postage due items	Applicable forms Handbook, M-37
H. Strapping mail	
I. Loading vehicle	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Rural Carrier	On Route	2 Trips

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Postmaster, Supervisor and/or Rural Carrier	Regular Substitute of Record	71-0 73-0

Where Should Training be Conducted? Local office

When Should Training be Conducted? Prior to assignment to duty.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Line of travel of route	M-37 Handbook, Form 4003, route map
B. Delivery of ordinary mail	
1. Use of signal flag	
2. Disposition of parcels too large to place in box	
3. Use of Forms 3570 and 4020	
C. Delivery of signature and accountable mail:	Applicable forms
1. Obtaining receipts for accountable mail delivered and disposition of undeliverable articles.	
2. Sale of stamps and money orders	
3. Mailbox irregularities	
4. Collecting ordinary mail	
5. Issuing receipts for articles collected	
6. Special delivery (claiming fees)	Form 3954

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Rural Carrier	Skill or Topic Office Work—Return from Route	Basic Time 1 Tour

Instructor to be (Position) Postmaster, Supervisor and/or Rural Carrier	Type of Appointment Regular Substitute of Record	Desig. and Act. Code 71-0 73-0
Where Should Training be Conducted? Local office		

When Should Training be Conducted?

Prior to independent assignment to duty

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Use of Form 4240	Form 4240
B. Disposition of mail collected on route	
1. Registered, insured, certified and COD collected	
2. Money order applications accepted	
C. Clearance for accountable and signature mail	
1. Return of undeliverables	
2. Procedures of clearance	
3. Forms 3849 and 3811	Forms 3849 and 3811
D. Answering official communications	Form 4240
E. Ending tour of duty	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Rural Carrier	Skill or Topic Practice Casing	Basic Time 2*, 4 or 6 hours

Instructor to be (Position) Postmaster and/or Supervisor	Type of Appointment Regular	Desig. and Act. Code 71-0
Where Should Training be Conducted? Local post office	Substitute of Record	73-0

When Should Training be Conducted?

After trainee has received office work and street duties training.

Points To Be Covered	Instructional Aids and Notes to Instructor
Allow trainee to practice distributing cards into case to which he will be assigned. Cards should be coded on back to indicate row number and approximate position on case of separation. *Provide 2 hours of casing practice for routes evaluated less than 30 hours weekly; 4 hours for routes evaluated from 30 to 40 hours; and 6 hours of practice for routes evaluated over 40 hours.	5″ x 8″ practice cards made up of at least 50% of names, addresses and/or box numbers on route

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370 MAINTENANCE CRAFT

371 Supplemental Instructions for Maintenance Orientation and Craft Skill Training

371.1 Introduction

.11 Chapter I provides general guidelines for installation, operation and management of the Standardized Orientation and Craft Skill Training System. This section supplements those guidelines and provides special instructions for situations unique to the Maintenance Craft. Maintenance and other operating officials responsible for implementation of this subchapter, must become familiar with Chapter 1 and these instructions.

.12 A chart (exhibit A), showing training requirements common to two or more craft positions, is provided to aid in scheduling. The problem of convening classes of only one or two employees can be minimized by grouping positions as indicated.

.13 THE TRAINING PRESCRIBED IN THIS SUBCHAPTER IS DESIGNED TO MEET THE REQUIREMENTS OF THE POSITIONS COVERED. IT IS NOT INTENDED THAT EVERY EMPLOYEE RECEIVE TRAINING ON EVERY ITEM OF EQUIPMENT LISTED. LOCAL MANPOWER REQUIREMENTS, BASED ON EQUIPMENT DEMANDS AND AVAILABLE SKILLS, SHALL BE THE DETERMINING FACTOR IN SCHEDULING TRAINING.

.14 Maintenance officials must continue to plan and arrange for advanced training, manufacturer and contractor training, and special or modified equipment training not covered in this handbook.

.15 The safety officer should advise and counsel the instructor to the extent necessary.

371.2 General Orientation

Most maintenance positions, except for custodial types, are normally filled by employees already on postal roles. These employees should have previously received General Orientation and their Individual Training Record, Form 2548, annotated accordingly. The training section will schedule, along with other postal crafts, General Orientation for maintenance employees new to the postal service.

371.3 Craft Orientation

.31 Maintenance craft orientation is designed to familiarize newly hired or newly assigned maintenance employees with the organization and procedures characteristic of their area of maintenance. Therefore, separate Craft Orientation is required for the three major maintenance areas—building services, equipment maintenance, and vehicle maintenance. Grouping employees having common orientation requirements within each area will make it possible to establish orientation classes of an acceptable size.

.32 Where orientation is conducted at a central facility in multistation cities, conduct the facility familiarization tour and instructions on local fire and safety regulations at the employee's assigned installation.

371.4 Craft Skill Training

.41 Each employee should receive the training he needs to perform his assigned duties under normal supervision. Craft skill training is to be given only on those items of equipment or jobs on which the employee will work within a short time after completion of training. The need for skill training will be based on the judgment of the employee's supervisor, who will consider the employee's background and skills as well as local equipment requirements.

.42 Skill training will normally consist of both classroom and on-the-job training (OJT). Place emphasis on OJT where possible and especially in cases where a small number of trainees makes classroom instruction impractical. Supervised self-study is suggested as an alternative to classroom instruction for one or two students. In any event, local management must be sure that requirements are met and that they are normally accomplished within the time allocated.

.43 Deletion of skill topics, or items within skill topics, will have to be based on supervisory and/or instructor judgment of individual or group needs. For example, eight of the topics shown on exhibit A are common to the positions of Mechanic Helper, General Mechanic, and Maintenance Mechanic, MPE. Many employees, especially MPE mechanics, already possess these basic skills. Some, however, may need training on only certain items within a given skill topic. Only the required training should be given and adjustments in time allocations should be made for the topics or items omitted.

.44 Utilization of Mechanic Helpers and General Mechanics differs from office to office, depending on equipment requirements and local practice. No attempt has been made to change this. Where *Familiarization and Preventive Maintenance* topics on specific items of equipment are inappropriate for these positions at certain offices, this training is not required. Further, topics such as planning the job, or items within topics such as *calculating the speed of gears and belts* may be omitted when classes consist, for example, of Mechanics Helpers only.

.45 This training program is flexible enough to allow for variances in local procedures, to provide latitude for individual instructor capabilities and techniques, and to permit local consideration of trainee background and abilities. By carefully considering and planning for the many variables, valuable time can be saved without reducing the effectiveness of the training program.

371.5 Employee Individual Training Record

.51 Prepare and maintain Individual Training Records, Form 2548, for positions specified according to 115.2 and 139, chapter 1.

.52 When portions of a skill topic are omitted, make a notation on the Individual Training Record under "Remarks" identifying the portions omitted. Enter reasons for omitting training on the reverse of the record.

.53 In order to provide management with a single source for a complete history of each employee's training, also record all other training (whether local, regional, or national) on the Individual Training Record. This will include advanced training, manufacturer training, equipment modification training, etc.

.54 Keep training records on file in a location accessible to maintenance supervisors and job instructors.

MAINTENANCE ORIENTATION	Cleaner; Custodian; Lab. Cust.	Mechanic Helper	General Mechanic	Maintenance Mechanic, MPE	Garageman	Automotive Mechanic
Introduction to Maintenance Services	1:00	2:00	2:00	2:00	—	—
Responsibilities & Duties of Position	1:00	1:00	1:00	1:00	:45	:45
Safety & Emergency Procedures	:45	2:00	2:00	2:00	2:00	2:00
Tour of Assigned Installation	1:00	—	—	—	—	—
Introduction to Maintenance Management	—	2:00	2:00	2:00	—	—
Purpose & Organ. of Vehicle Maint. Facilities	—	—	—	—	1:30	1:30
Manuals, Handbooks and Charts	—	—	—	—	:30	:30
Vehicle Maintenance Program	—	—	—	—	1:00	1:00
Vehicle Maintenance Stockroom Procedures	—	—	—	—	:20	:30
Career Development	—	—	—	—	:45	:45
MAINTENANCE SKILLS						
Good Houskeeping Clinic	8:00	—	—	—	—	—
Use & Care of Handtools	—	2:30	2:30	2:30	—	—
Lubrication	—	2:00	2:00	2:00	4:00	—
Introduction to Mechanisms & Mech. Equip.	—	3:00	3:00	3:00	—	—
Removal, Installation & Adjustment of Equip.	—	2:00	2:00	2:00	—	—
Fundamentals of Blueprint Reading & Mech. Dwg.	—	2:00	2:00	2:00	—	—
Planning the Job	—	2:00	2:00	2:00	—	—
Electrical Parts & Circuits	—	8:00	8:00	8:00	—	—
Electronic Parts & Circuits	—	8:00	8:00	8:00	—	—
A/C Equipment—Fam. & P.M.	—	8:00	8:00	—	—	—
Conveyor—Fam. & P.M.	—	8:00	8:00	40:00 [1]	—	—
Elevator—Fam. & P.M.	—	8:00	8:00	—	—	—
Edger-Stacker Machine—Fam. & P.M.	—	2:00	2:00	4:00	—	—
Mark II Facer-Canceler—Fam. & P.M.	—	5:00	5:00	80:00 [1]	—	—
Multi-Position Letter Sorter—Fam. & P.M.	—	8:00	8:00	120:00 [1]	—	—
Parcel Sorting Machine—Fam. & P.M.	—	8:00	8:00	40:00 [1]	—	—
Sack Sorter—Fam. & P.M.	—	8:00	8:00	40:00 [1]	—	—
Tray Transport System—Fam. & P.M.	—	8:00	8:00	24:00	—	—
Assembly & Mainteance of Scales	—	—	4:00	—	—	—
Portable Conveyor Maintenance	—	—	—	8:00	—	—
Washing Vehicles	—	—	—	—	1:30	—
Steam Cleaning Vehicles	—	—	—	—	1:30	—
Pressure Cleaning	—	—	—	—	1:00	—
Refueling Station Duties	—	—	—	—	2:00	—
Tire Repair & Servicing	—	—	—	—	4:00	—
Cleaning Garage Area	—	—	—	—	4:00	—
Driver Training	—	—	—	—	2:00–5:00	2:00–5:00
Scheduled Maintenance	—	—	—	—	—	6:00
Repair Maintenance	—	—	—	—	—	4:00

[1] National Maintenance Training Courses

Exhibit A—Orientation and Craft Skill Training

372 Laborer, Custodial; Custodian, and Cleaner

372.1 Maintenance Craft Orientation Requirements

POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Laborer, custodial; Custodian; and Cleaner	Introduction to Maintenance Services	1 hour

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor	Regular (Annual Rate) Regular (Hourly Rate)	16-6 36-6

Where Should Training be Conducted?

Classroom or Quiet Area

When Should Training be Conducted?

If practical, second day in duty status and before assignment to job.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction to maintenance	16mm projector, screen and film *Mainstay of the Mail.* Introduce, show and discuss film pointing out the fact that most maintenance positions are depicted.
B. Maintenance organization	Maintenance organization table (use transparency or enlarged chart).
C. Employee/supervisor relationship	
D. Relationship with other craft supervisors	
E. Work area conduct and habits; good housekeeping; smoking regulations; personal needs, effects, cleanliness, and appearance; relationship with other employees; horseplay; safety	
F. Wearing of identification badges (in accordance with local regulations)	Demonstrate proper wearing. Acquaint employees with procedure to follow in case of loss.

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CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Laborer, custodial; Custodian; and Cleaner	Responsibilities and Duties of Position	1 hour

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor	Regular (Annual Rate) Regular (Hourly Rate)	16–6 36–6

Where Should Training be Conducted?

Classroom or Quiet Area

When Should Training be Conducted?

If practical, second day in duty status and before assignment to job.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Job description 1. Laborer, custodial 2. Custodian 3. Cleaner	Job description (pass out copies, discuss similarities and differences).
B. Work schedules and production standards	Facilities Handbook S–29 or S–19. Form 4855.
C. Schedule assignment 1. Hours of duty 2. Days off	
D. Procedures to follow when unable to report for duty 1. Telephone number(s) to call 2. When to call 3. Use of Form 3971	Form 3971.
E. Time recording procedures (PSDS offices, or Non-PSDS offices as appropriate).	Review General Orientation Requirement, 230 (p. 2).
F. Safeguarding building and contents	Postal Service Manual.

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CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Laborer, custodial; Custodian; and Cleaner	Safety and Emergency Procedures	45 minutes

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate) Regular (Hourly Rate)	16-6 36-6

Where Should Training be Conducted? Classroom or Quiet Area

When Should Training be Conducted?

If practical, second day in duty status and before assignment to job.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Preventing accidents	Supervisor's Safety Handbook, P-13, Chapter VI
B. Proper lifting	16mm projector, screen and film *How to Lift Safely* (Relate to maintenance assignments)
C. Proper clothing—no loose sleeves, ties or necklaces around moving machinery	
D. Female employees required to wear shoes with low heels and also wear slacks when doing high cleaning	
E. Workroom and work area conduct	Relate to safety
F. Reporting injuries and illnesses	Handbook P-13, Chapter 2, 6, 8. Form 1769, Accident Report, Postal Service Manual 461.4. Form 3956, Authorization for Medical Attention. Postal Service Manual 436.1.
G. Reporting of hazardous conditions	Form 1767, Report of Hazard, Unsafe Condition or Practice
H. Fire prevention, including location of firefighting equipment	
I. Fire and emergency procedures	Relate to employee's assigned installation

*The safety officer should advise and counsel the instructor to the extent necessary.

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position) Laborer, custodial; Custodian; and Cleaner	Skill or Topic Tour of Assigned Installation	Basic Time 1 hour

Instructor to be (Position) Supervisor	Type of Appointment Regular (Annual Rate) Regular (Hourly Rate)	Desig. and Act. Code 16-6 36-6
Where Should Training be Conducted? Assigned Installation*		

When Should Training be Conducted?

If practical, second day in duty status and before assignment to job.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Discuss diagram of facility	Prepare simplified diagram of facility.
B. Locations where work will be performed	
C. Fire exits and firefighting equipment	Handbook P-13, Chapters 2, 6, 8.
D. Safety hazards	
E. Swing, lunch and locker rooms, timecard racks and time clocks.	
F. Location of offices 1. Maintenance control center 2. Supply section and supply rooms 3. General foreman 4. Foreman of laborers and janitors 5. Superintendent of Building Services	
G. First aid or medical unit	
H. Trash disposal area	
I. Lookout galleries	

*Where orientation is conducted at a central facility in multistation cities, this tour will be conducted by a designated supervisor at employees' assigned location.

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372.2 Maintenance Craft Skills Training Requirements

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Laborer, custodial; Custodian; and Cleaner	Good Housekeeping Clinic	8 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor	Regular (Annual Rate) Regular (Hourly Rate)	16-6 36-6

Where Should Training be Conducted?
Training Room and Work Area

When Should Training be Conducted?
Following completion of Craft Orientation, but prior to assignment to job performance, where practical.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Cleaning routine B. Exterior C. Lobby D. Workrooms E. Swing and locker rooms F. Toilet rooms G. Corridors H. Office space I. Elevators J. Floor care K. Reporting damage	*Good Housekeeping Clinic Narrator's Copy,* prepared by Buildings Branch, Maintenance Division, Bureau of Operations, and the instructional aids listed in the "Forward" of that publication. *It is extremely important that you follow the narration and all demonstrations exactly as written.*

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372.3 Individual Training Record

U.S. POSTAL SERVICE INDIVIDUAL TRAINING RECORD	DATE ENTERED ON DUTY	NAME OF EMPLOYEE	
	DESIGNATION & ACTIVITY CODE	SOCIAL SECURITY NO.	POSITION Laborer, Custodial; Custodian; Cleaner

SKILL OR TOPIC	CHECK TNG. NEEDS (✓)	REQUIRED INSTRUCTION GIVEN*		ADDITIONAL TRAINING PROVIDED		SUPERVISOR'S SIGNATURE AND DATE	REMARKS
		INSTRUCTOR'S INITIALS AND DATE	TNG. TIME USED	INSTRUCTOR'S INITIALS AND DATE	TNG. TIME USED		
A. GENERAL ORIENTATION–ALL TOPICS IN GENERAL ORIENTATION GIVEN							
B. CRAFT ORIENTATION–ALL TOPICS IN CRAFT ORIENTATION GIVEN							
C. CRAFT SKILLS							
1. GOOD HOUSEKEEPING CLINIC							

*When applicable, instructor shall note under "REMARKS" that additional training in this skill is needed.

PS Form 2548-K
Sep. 1970

373 Mechanic Helper

373.1 Maintenance Craft Orientation Requirements

POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Mechanic Helper	Introduction to Maintenance Services	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Similar Designee	Regular (Annual Rate)	16–7

Where Should Training be Conducted?
Classroom and Work Areas

When Should Training be Conducted?
Before assignment to job performance.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Purpose of maintenance services—"To facilitate movement of the mails."	Introduce, show and discuss film *Mainstay of the Mails*
B. Organization of local post office	Organization chart on chalkboard, flip chart or transparency
C. Local maintenance organization and responsibilities 1. Maintenance, mail processing equipment 2. Other postal equipment 3. Building services—cleaning, security guards, elevator operators and telephone operators, as applicable 4. Building equipment	Organization chart on chalkboard, flip chart or transparency. Explain chain-of-command responsibilities.
D. Tour of maintenance work areas and areas associated therewith such as: 1. Office of director of plant maintenance or postal plant engineer 2. Maintenance office 3. Stockrooms 4. Maintenance control office 5. Medical unit 6. Locker rooms, swing rooms, lavatories, snack bars, cafeteria, etc. 7. Time clocks/badge readers, including proper use 8. Elevators, including destinations 9. Supervisors' offices/stations 10. Engine room 11. Others as appropriate to meet local conditions	Prepare written tour plan to make maximum use of time and ensure complete coverage. Point out safety considerations and emphasize safety at every opportunity.

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POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position) Mechanic Helper	Skill or Topic Responsibilities and Duties of Position	Basic Time 1 hour
Instructor to be (Position) Supervisor or Similar Designee	Type of Appointment Regular (Annual Rate)		Desig. and Act. Code 16–7
Where Should Training be Conducted? Classroom			

When Should Training be Conducted?

Before assignment to job performance.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Employee/supervisor relationship	
B. Necessity for following instructions	
C. Relationship with other craft supervisors	
D. Communications between employee and supervisors 1. Intercommunications system 2. Telephone 3. Two-way radio system 4. Personal communications 5. Bulletin boards 6. Others as appropriate to meet local situations	
E. Schedule assignment 1. Hours of duty 2. Days off 3. Procedure to follow when unable to report for duty	
F. Job description	Copy of standard *job description.* Provide copies as handouts for each employee. Use as outline for explanation and discussion.
G. Training opportunities 1. On-the-job 2. Off-the-job 3. Employee responsibilities	

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CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position) Mechanic Helper	Skill or Topic Responsibilities and Duties of Position—Cont.	Basic Time

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Where Should Training be Conducted?		

When Should Training be Conducted?

Points To Be Covered	Instructional Aids and Notes to Instructor
H. Promotion opportunities	
I. Wearing of identification badges (in accordance with local regulations)	Demonstrate proper wearing. Acquaint employee with procedure to follow in case of loss.
J. Use of property pass	Sample GSA Form 7.
K. Work area conduct and habits—good housekeeping; smoking regulations; personal needs, effects, cleanliness and appearance; relationship with other employees; horseplay; and safety.	

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position) Mechanic Helper	Skill or Topic Safety	Basic Time 2 hours
Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)		Desig. and Act. Code 16–7
Where Should Training be Conducted? Classroom and Workroom Floor			

When Should Training be Conducted?

Before assignment to job performance.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction to safety B. Do's of safety C. Safety in the use of ladders	Personnel Handbook Series P–16, *Instructor's Guide for Basic Maintenance Training*, part 4 and pages 23 and 44.
D. On-the-job and off-the-job safety 1. Cost of injury to the employee 2. Cost of injury to employer	P–13 Handbook, Chapters 2, 6, 8
E. Lift safely	Introduce, show and discuss film *Lift Safely*. Use lifting demonstration model (see pages 7, 9 and 51 of Personnel Handbook P–16).
F. Electrical safety 1. On-off switches 2. Lockout switches 3. Lockout disconnects 4. Tagging of lockouts 5. Personal, individual locks 6. Restoring system to operating condition after lockout.	P–13 Handbook. Show and demonstrate use of safety switches, lockout devices/tags/signs, etc., likely to be encountered.
G. Fire prevention	

*The safety officer should advise and counsel the instructor to the extent necessary.

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position) Mechanic Helper	Skill or Topic Safety—Continued	Basic Time
Instructor to be (Position)	Type of Appointment	Desig. and Act. Code	
Where Should Training be Conducted?			
When Should Training be Conducted?			

Points To Be Covered	Instructional Aids and Notes to Instructor
H. Fire and fire extinguishers 1. Class A fires—wood, paper, trash 2. Class B fires—flammable liquids (oil, paint, grease, gas, etc.) 3. Class C fires—electrical	Show and demonstrate use of fire extinguishers/extinguishing agents—chemical, soda acid, CO_2, water (can and hose).
I. Local fire and emergency procedures	Pass out copies and discuss local fire and emergency procedures.
J. Reporting of hazardous conditions	Form 1767, Report of Hazard, Unsafe Condition or Practice.

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POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Mechanic Helper	Introduction to Maintenance Management	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Maintenance Supervisor or Similar Designee		
Where Should Training be Conducted? Classroom and Maintenance Control	Regular (Annual Rate)	16–7

When Should Training be Conducted?

Before assignment to job performance.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Maintenance management program 1. Preventive maintenance 2. Repair maintenance	Facilities Handbook MS–10. Explain clearly the concepts of preventive maintenance and repair maintenance.
B. Mechanic's responsibilities and importance in the maintenance management program, including use of Form 4851, Correction Needed.	Form 4851. Demonstrate its proper use and have employee complete one under supervision.
C. Work codes, standards and performance frequencies	
D. Form 4777, Check List (General)	Form 4777. A transparency or large oversized sample is recommended; otherwise, pass out standard sized samples for use during discussion.
E. Form 4776 series, Route Sheet (General) 1. Purpose 2. Interpretation and explanation of terms 3. Discussion of sample form (old and new, as appropriate)	Form 4776.
F. Form 4940, Request for Maintenance Work Order 1. Purpose 2. Discussion of sample 3. Preparation of form	Pass out copies of Form 4940 and have employee prepare under close supervision.

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POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position) Mechanic Helper	Skill or Topic Introduction to Maintenance Management—Continued	Basic Time
Instructor to be (Position)	Type of Appointment		Desig. and Act. Code
Where Should Training be Conducted?			
When Should Training be Conducted?			

Points To Be Covered	Instructional Aids and Notes to Instructor
G. Form 4941, Maintenance Work Order 1. Purpose 2. Discussion of sample 3. Use of employee's maintenance number	Sample copy of Form 4941.
H. Form 4774, Breakdown Investigation Report 1. Purpose 2. Discussion of sample 3. Preparation of form	Sample copy of Form 4774.
I. Guided tour of Maintenance Control Office	Have maintenance control representative explain various aspects of system, flow of paper, and use of maintenance data gathered. *Emphasize necessity of accuracy in data.*

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373.2 Maintenance Craft Skills Training Requirement

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** Mechanic Helper	**Skill or Topic** Use and Care of Handtools	**Basic Time** 2 hours 30 minutes
Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate)		**Desig. and Act. Code** 16-7
Where Should Training be Conducted? Classroom or Quiet Area in Shop			

When Should Training be Conducted?

Prior to assigning significant duties involving use of handtools. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. General familiarization	Personnel Handbook P-16, appendix A
B. Selection of right handtool for the job 1. Shape considerations 2. Size considerations 3. Speed considerations 4. Safety considerations	Part 1, P-16 Handbook P-13 Handbook, Chapters 2, 6, 8
C. Proper use of handtools 1. To accomplish the job 2. To prevent damage to the handtools 3. To prevent damage to equipment being worked on 4. Safety considerations	Handbook Series CD-1, *Mechanical Fundamentals*, part III. Demonstrate proper use of common handtools. Point out results of wrong use-damage to the handtool and the machine equipment part.
D. Care of common handtools 1. Cleaning 2. Minor repair—removal of nicks and burrs, replacement of handles, etc. 3. Custody, checkout/check-in/replacement procedures	Form 4787, Broken-Worn Tool Report Demonstrate and supervise proper use of representative items.
E. Hand drills, hacksaws, and soldering irons 1. Selection, nomenclature, familiarization 2. Use 3. Care	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** Mechanic Helper	**Skill or Topic** Introduction to Mechanisms and Mechanical Equipment	**Basic Time** 3 hours
Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate)		**Desig. and Act. Code** 16–7
Where Should Training be Conducted? Quiet Area and Workroom Floor			

When Should Training be Conducted?

Prior to unit on Lubrication if possible. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction to mechanisms B. Purpose of mechanical equipment C. Safety considerations D. Terminology	Parts I and II, Appendix I, Personnel Handbook Series P–15. Manufacturer publications such as Bulletin 59216, P–13 Handbook, Chapters 2, 6, 8
E. Observation of representative mechanisms and mechanical equipments in use	The Installation, Operation and Maintenance of Chain Drives, published by CHAIN Belt Co. Obtain through local representatives. Handbook Series CD–1, *Mechanical Fundamentals*, parts I and II. Show trainees representative mechanisms and equipment in use.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** Mechanic Helper	**Skill or Topic** Lubrication	**Basic Time** 2 hours

Instructor to be (Position)
Supervisor or Job Instructer

Type of Appointment
Regular (Annual Rate)

Desig. and Act. Code
16-7

Where Should Training be Conducted?
Classroom

When Should Training be Conducted?

Prior to assigning to lubrication duties. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	**Instructional Aids and Notes to Instructor**
A. Functions	Part VII, *Instructor's Guide for Training Mechanics*, Personnel Handbook Series P-15.
B. Types of lubricants and tools	
C. Importance of using proper lubricant	
D. Sealing	
E. Preparation for lubrication 1. Cleaning 2. Rust removal	
F. Methods of lubrication	
G. Over lubrication 1. Harmful effects 2. Safety considerations	
H. Representative lubrication programs (with emphasis on safety)	Facilities Handbooks MS-12, MS-20, or similar handbooks providing outlines for lubrication programs on local equipments. P-13 Handbook, Chapters 2, 6, 8

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Mechanic Helper	Skill or Topic Removal, Installation and Adjustment of Equipment	Basic Time 2 hours
Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)	Desig. and Act. Code 16-7	
Where Should Training be Conducted? Classroom or Quiet Area			

When Should Training be Conducted?

Prior to assignment to duties involving removal, installation and adjustment of equipments. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Removal of gearing	Personnel Handbook P-15, *Instructor's Guide for Training Mechanics*, part III.
B. Removal and attaching V-belts	
C. Removal and attaching chains	
D. Removing and installing pulleys and sprockets	
E. Checking alignment	
F. Checking belt stretch	
G. Checking chain slack	
H. Replacing covers	
I. Calculating speed of gears	
J. Calculating: 1. Speed of V-belts 2. Chain drives	
K. Safety considerations	P-13 Handbook, Chapters 2, 6, 8

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CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** Mechanic Helper	**Skill or Topic** Fundamentals of Blueprint Reading and Mechanical Drawings	**Basic Time** 2 hours

Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate)	**Desig. and Act. Code** 16–7
Where Should Training be Conducted? Classroom or Quiet Area		

When Should Training be Conducted?

Prior to assignments (including technical training) involving blueprints, drawings or sketches. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Types of drawings 1. Plain views 2. Assembly drawings 3. Detailed drawings B. Dimensioning of drawings 1. Line dimensions 2. Circular dimensions 3. Tolerances 4. Scales 5. Visible and invisible lines 6. Center lines 7. Line width 8. Hatch marks 9. Thread designations C. Block diagrams D. Sketches	Handbook Series CD–1, *Mechanical Fundamentals*, part IV and/or part 8, Personnel Handbook P–16.

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CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Mechanic Helper	Skill or Topic Planning the Job	Basic Time 2 hours
Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)		Desig. and Act. Code 16–7
Where Should Training be Conducted? Classroom or Quiet Area			

When Should Training be Conducted?

Prior to independent assignment to job performance. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Importance of planning	Personnel Handbook P–16, part 10 and appendix E.
B. Devising a course of action	
C. Procedure for planning—questions to be answered 1. Where is the job? 2. What is the job? 3. What could go wrong? 4. What tools will be needed? 5. What parts may be needed? 6. Will an assistant be needed?	
D. Course of action 1. Plan—think or write. 2. Take action—get tools, parts, etc. and do job 3. Think back—did I have everything? 4. Remember—for next time.	
E. Show application by relating to representative job(s).	Have students work out plan for a typical assignment.

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Mechanic Helper	Eletrical Parts and Circuits	8 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate)	16–7

Where Should Training be Conducted?
Classroom or Quiet Area

When Should Training be Conducted?

Prior to assignment involving maintenance of electrical equipment. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Switches B. Circuit breakers C. Fuses D. Lamps E. Relays F. Photocells G. Motors H. Motor brakes I. Solenoids J. Generators K. Rectifiers L. Wiring diagrams and electrical drawings	Handbook Series CD–2, *Electrical Fundamentals,* and/or similar basic references. Representative components.

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Mechanic Helper	Skill or Topic Electronic Parts and Circuits	Basic Time 8 hours
Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)		Desig. and Act. Code 16–7
Where Should Training be Conducted? Classroom or Quiet Area			

When Should Training be Conducted?

Prior to assignment involving maintenance of electronic equipment. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Batteries B. Transistors	Handbook Series CD–2, *Electrical Fundamentals,* and/or similar basic references.
C. Resistors—symbols, color coding and tolerances D. Capacitors E. Voltage and current F. Circuits G. Coils and transformers H. Tubes, tube pins and sockets I. Heater (filaments) J. Connections and nodes K. Insulators L. Ohmmeters, voltmeters, etc. M. Units of electrical/electronic measurement N. Reading schematic diagrams O. Resistance values and computing resistances	Representative components

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Mechanic Helper	Air Conditioning Equipment (*Familiarization and Preventive Maintenance*)	8 hours*

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate)	16–7

Where Should Training be Conducted?
Quiet Area and on Equipment

When Should Training be Conducted?

Prior to routine assignment to assist in preventive maintenance of air conditioning equipment. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction	Facilities Handbook Series MS-24, *Air Conditioning*, Parts 1–4 and Part 9.
B. Theory of refrigeration 1. Basic theory of refrigeration 2. Refrigeration cycle	
C. Self-contained units 1. Window units 2. Floor units 3. Capacity ratings 4. Operating checks 5. General maintenance	
D. Central systems 1. Compressors, condensers and chillers 2. Refrigerants 3. Cooling towers 4. Air handlers	
E. Safety	P–13 Handbook, Chapters 2, 6, 8

*Four hours of classroom instruction (or supervised on-clock study) followed by four hours OJT and close supervision assisting in preventive maintenance.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** Mechanic Helper	**Skill or Topic** Conveyor (Familiarization and Preventive Maintenance)	**Basic Time** 8 hours
Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate)		**Desig. and Act. Code** 16-7
Where Should Training be Conducted? Classroom and Workroom Floor			

When Should Training be Conducted?

Prior to being assigned to maintenance on conveyors. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Types of Conveyors 1. Bulk 2. Portable	Facilities Handbook MS-12, *Bulk Belt Conveyors* and MS-26, *POD Portable Conveyors*
B. Introduction to the system 1. General description 2. Conveyor numbering system 3. Safety considerations 4. Tour of the system(s) C. Detailed description and operating principles 1. Nomenclature 2. Drive unit 3. Motors and motor controls 4. Gear reduction units 5. Drive pulley 6. Conveyor belt 7. Belt supports—slider bed and rollers 8. Tensioning device	Introduce both types but confine instruction primarily to bulk conveyors pointing out that information applies equally well to portable conveyors. P-13 Handbook, Chapters 2, 6, 8
D. Lubrication program	Part 4, Facilities Handbook MS-12
E. Check lists and route sheets	Part 5, Facilities Handbook MS-12
F. Preparations for maintenance 1. Requirements regarding shutting down equipment for maintenance 2. Safety considerations on and around system 3. Materials/handtools needed	Employee's lock and key Necessary handtools, rags, lubricants, etc.

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Mechanic Helper	Skill or Topic Conveyor (Familiarization and Preventive Maintenance)—Continued	Basic Time
Instructor to be (Position)	Type of Appointment	Desig. and Act. Code	
Where Should Training be Conducted?			
When Should Training be Conducted?			

Points To Be Covered	Instructional Aids and Notes to Instructor
G. Cleaning and lubrication procedures H. Cleanup and preparation of forms to turn in to tour foreman I. Placing system back in operation 1. Removal of lockouts 2. Checking disconnects for ON position 3. Functional tests 4. Reporting operational status of system	Keep constant lookout for lost and damaged mail matter.

POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** Mechanic Helper	**Skill or Topic** Elevator (Familiarization and Preventive Maintenance)	**Basic Time** 8 hours*

Instructor to be (Position) Supervisor or Job Instructor **Where Should Training be Conducted?** Quiet Area and on Equipment	**Type of Appointment** Regular (Annual Rate)	**Desig. and Act. Code** 16–7

When Should Training be Conducted?

Prior to routine assignment to assist in preventive maintenance of elevators. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction B. Basic elevator components and their functions C. General preventive maintenance 1. Purpose 2. Base elevator 3. Service classifications 4. Basic check lists 5. Sample check lists D. Preventive maintenance check list application	Facilities Handbook MS–21, *Elevator Maintenance*
E. Safety	P–13 Handbook, Chapters 2, 6, 8

*Four hours of classroom instruction (or supervised on-the-clock study) followed by four hours OJT and close supervision assisting in preventive maintenance.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** Mechanic Helper	**Skill or Topic** Edger-Stacker Machine (Familiarization and Preventive Maintenance)	**Basic Time** 2 hours
Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate)		**Desig. and Act. Code** 16–7
Where Should Training be Conducted? Classroom or Quiet Area and Workroom Floor			

When Should Training be Conducted?

Prior to assignment to work on edger-stackers. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction 1. Purpose 2. Operation, general 3. Safety considerations	16mm film on edger-stacker operation and 35mm filmstrip illustrating the total canceling system.
B. Machine description 1. Principle of operation 2. Detailed description 3. Vibrator hopper 4. Inclined feeder conveyor 5. Stacker assembly	
C. Interim check lists and route sheets	
D. Preparations for maintenance 1. Notifications required when taking machine out of service 2. Safety considerations on and around machine 3. Disconnect, off and lockout requirements 4. Materials/tools needed	P–13 Handbook, Chapters 2, 6, 8
E. Cleaning and lubrication 1. Program 2. Procedures	Keep continual lookout for lost and damaged mail matter.
F. Cleanup	
G. Completion of forms to be turned in to tour foreman	
H. Removal of lockouts and placing machine back in operation	

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Mechanic Helper	Skill or Topic Mark II Facer-Canceler (Familiarization and Preventive Maintenance)	Basic Time 5 hours

Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)	Desig. and Act. Code 16–7
Where Should Training be Conducted? Classroom and on the Machine		

When Should Training be Conducted?

Prior to assignment to maintenance on facer-cancelers. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction to the machine 1. General description 2. Controls 3. Operating instructions 4. Safety considerations—operations and maintenance	Mark II 2" x 2" operating and maintenance slides, Handbook MS–14, Facer-Canceler
B. Checklists and route sheets	
C. Preparation for maintenance 1. Requirements regarding shutting down for maintenance 2. Disconnecting from power source 3. Checklists, handtools, lubricants, rags, etc. 4. Special safety considerations—machines with bicolor recognition system modification	P–13 Handbook, Chapters 2, 6, 8
D. Cleaning and lubrication procedures	Students perform under close supervision
E. Cleanup and preparation of forms to be turned in to tour foreman	
F. Placing machine back in operation 1. Restoring power 2. Setting of circuit breakers 3. Functional tests 4. Reporting operational status of machine	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** Mechanic Helper	**Skill or Topic** Multiposition Letter Sorting Machine (Familiarization and Preventive Maintenance)	**Basic Time** 8 hours
Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate)	**Desig. and Act. Code** 16-7	
Where Should Training be Conducted? Classroom and on the Machine			

When Should Training be Conducted?

Prior to being assigned to maintenance on letter sorting machine. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	**Instructional Aids and Notes to Instructor**
A. Introduction to machine 1. General description 2. Operating instructions 3. Safety considerations 4. Disconnecting electrical power source 5. Tour of machine	Engineering Handbook E-13, Multi-Position Letter Sorting Machine Model 120 and 121, Chapter 1; 2" x 2" LSM Operation and Maintenance Slides. Point out various components.
B. LSM checklists and route sheets	
C. Console checklists and route sheets	
D. Cleaning and lubrication program	P-13 Handbook, Chapters 2, 6, 8
E. Use of jog cords	
F. Use of piggy-back motor	
G. Procedures for cleaning code wheels of letter carts	LSM letter cart with code shaft removed from cart.
H. Procedures for cleaning outer skin of machine	Keep continual lookout for lost and damaged mail matter.
I. Preparations for maintenance 1. Requirements for shutting down equipment 2. Safety considerations including lockout 3. Materials/handtools needed	Employee lock and key
J. Other cleaning and lubrication procedures	Applicable checklists and route sheets. Have students perform cleaning and lubricating procedures under close supervision.
K. Cleanup and preparation of forms for submission to tour foreman	

POD Form 2542-B
May 1968

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Mechanic Helper	Skill or Topic Multiposition Letter Sorting Machine (Familiarization and Preventive Maintenance)—Cont.	Basic Time
Instructor to be (Position)	Type of Appointment		Desig. and Act. Code
Where Should Training be Conducted?			
When Should Training be Conducted?			

Points To Be Covered	Instructional Aids and Notes to Instructor
L. Returning machine to operating condition 1. Removal of lockouts 2. Restoration of power 3. Safety considerations	Exercise care when turning CB–16 and CB–1 to ON position, as full bin circuitry will be thrown off balance.

POD Form 7542-B
May 1968

POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Mechanic Helper	Parcel Sorting Machine (Familiarization and Preventive Maintenance)	8 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate)	16–7

Where Should Training be Conducted?
Classroom and on the Machine

When Should Training be Conducted?

Prior to assignment to maintenance on the parcel sorter. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction to the machine 2. Purpose of machine 3. General description 3. Safety considerations 4. Observation of machine	Facilities Handbook MS–2, *Parcel Sorting Machine, Over and Under Type* or similar publication for local equipment.
B. Traveling deflector 1. Motor and drive assembly 2. Conveying assembly 3. Deflector assembly 4. Safety lockout	P–13 Handbook, Chapters 2, 6, 8
C. Parcel sorter 1. Motor and drive assembly 2. Conveying assembly 3. Memory unit	Employee's lock and key
D. Checklists and route sheets	
E. Preparation for maintenance 1. Shutting down requirements 2. Lockout procedures 3. Checklists/lubrication & cleaning schedule 4. Necessary handtools, lubricants, rags, etc.	Keep continual lookout for lost and damaged mail matter.
F. Cleaning and lubrications procedures G. Cleanup and preparation of forms for submission to tour foreman	Students perform under close supervision. Emphasize safety.
H. Placing machine back in operation 1. Restoring power 2. Remove lockout 3. Functional tests 4. Reporting operational status	

POD Form 2542-B
May 1968

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Mechanic Helper	Skill or Topic Sack Sorter (Familiarization and Preventive Maintenance)	Basic Time 8 hours

Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)	Desig. and Act. Code 16–7
Where Should Training be Conducted? Classroom and on the Machine		

When Should Training be Conducted?

Prior to assignment to maintenance on sack sorters. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction 1. Purpose of machine 2. General description of machine 3. Safety considerations 4. Terminology 5. Familiarization tour of machine B. Description and operating principles 1. Drive assemblies 2. Conveyor parts 3. Carriers 4. Memory system	Facilities Handbook MS–23 *Monorail Sack Sorters*, part I or similar publication for local equipment P–13 HB, Chap. 2, 6, 8
C. Checklists and route sheets D. Preparation for maintenance 1. Shutting down equipment 2. Checklists/lubrication & cleaning schedules 3. Necessary handtools, lubricants, rags, etc. E. Lubrication and cleaning procedures F. Cleanup and preparation of forms for submission to tour foreman G. Placing machine back in operation 1. Restoring power 2. Removal of lockout 3. Functional tests 4. Reporting operational status 5. Review of safety considerations	Demonstrate lockout procedures. Keep continual lookout for lost and damaged mail matter. Have students perform under close supervision. Emphasize safety.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Mechanic Helper	Tray Transport System (Familiarization and Preventive Maintenance)	8 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate)	16–7

Where Should Training be Conducted? Classroom and Workroom Floor

When Should Training be Conducted?

Prior to being assigned to maintenance on the tray transport system. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. General description of the equipment	Facilities Handbook MS–20, *Tray Transport Conveyors*
B. Principles of operation 1. Drive assemblies 2. Drive pulley 3. Drive unit 4. Deactivation of electrical supply to drive unit 5. Takeup pulleys—types and locations	
C. Safety considerations 1. Emergency stop buttons 2. Disconnect switches 3. Interlock (electrical) conveyor system	Identify and point out during complete tour of system. P–13 Handbook, Chapters 2, 6, 8
D. Checklists and route sheets	
E. Preparations for maintenance 1. Requirements regarding shutting down equipment for maintenance 2. Safety considerations on and around system 3. Materials needed	Keep continual lookout for lost and damaged mail matter.
F. Cleaning and lubrication 1. Program 2. Procedures	Necessary handtools, rags, lubricants, etc. Students perform under close supervision. Emphasize safety.
G. Cleanup and preparation of forms to be turned into tour foreman	
H. Placing conveyor system back in operation 1. Removal of lockouts 2. Checking disconnects for ON position	

POD Form 2543-8
May 1968

373.3 Individual Training Record

U.S. POSTAL SERVICE **INDIVIDUAL TRAINING RECORD**	DATE ENTERED ON DUTY	NAME OF EMPLOYEE	
	DESIGNATION & ACTIVITY CODE	SOCIAL SECURITY NO.	POSITION Mechanic Helper

SKILL OR TOPIC	CHECK TNG. NEEDS (√)	REQUIRED INSTRUCTION GIVEN*		ADDITIONAL TRAINING PROVIDED		SUPERVISOR'S SIGNATURE AND DATE	REMARKS
		INSTRUCTOR'S INITIALS AND DATE	TNG. TIME USED	INSTRUCTOR'S INITIALS AND DATE	TNG. TIME USED		
A. GENERAL ORIENTATION—ALL TOPICS IN GENERAL ORIENTATION GIVEN							
B. CRAFT ORIENTATION—ALL TOPICS IN CRAFT ORIENTATION GIVEN							
C. CRAFT SKILLS							
1. USE AND CARE OF HANDTOOLS							
2. LUBRICATION							
3. INTRO TO MECHANISMS AND MECHANICAL EQUIPMENT							
4. REMOVAL, INSTALLATION AND ADJUSTMENT OF EQUIPMENT							
5. FUNDAMENTALS OF BLUEPRINT READING AND MECHANICAL DRAWING							
6. PLANNING THE JOB							
7. ELECTRICAL PARTS AND CIRCUITS							
8. ELECTRONIC PARTS AND CIRCUITS							
9. A/C EQUIPMENT (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							
10. CONVEYOR (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							
11. ELEVATOR (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							
12. EDGER-STACKER MACHINE (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							
13. MARK II FACER-CANCELER (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							
14. MULTI-POSITION LETTER SORTER (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							
15. PARCEL SORTING MACHINE (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							
16. SACK SORTER (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							
17. TRAY TRANSPORT SYSTEM (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							

*When applicable, instructor shall note under "REMARKS" that additional training in this skill is needed.

PS Form 2548-L
Sep. 1970

374 General Mechanic

374.1 Maintenance Craft Orientation Requirements

POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	**For (Position)** General Mechanic	**Skill or Topic** Introduction to Maintenance Services	**Basic Time** 2 hours
Instructor to be (Position) Supervisor or Similar Designee **Where Should Training be Conducted?** Classroom and Work Areas	**Type of Appointment** Regular (Annual Rate)		**Desig. and Act. Code** 16–7

When Should Training be Conducted?

Before assignment to job performance.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Purpose of maintenance services—"To facilitate movement of the mails."	Introduce, show and discuss film *Mainstay of the Mails*
B. Organization of local post office	Organization chart on chalkboard, flip chart or transparency.
C. Local maintenance organization and responsibilities 1. Maintenance, mail processing equipment 2. Other postal equipment 3. Building services—cleaning, security guards, elevator operators and telephone operators, as applicable 4. Building equipment	Organization chart on chalkboard, flip chart or transparency. Explain chain-of-command responsibilities.
D. Tour of maintenance work areas and areas associated therewith such as: 1. Office of director of plant maintenance or postal plant engineer 2. Maintenance office 3. Stockrooms 4. Maintenance control office 5. Medical unit 6. Locker rooms, swing rooms, lavatories, snack bars, cafeteria, etc. 7. Time clocks/badge readers, including proper use 8. Elevators, including destinations 9. Supervisors' offices/stations 10. Engine room 11. Others as appropriate to meet local conditions	Prepare written tour plan to make maximum use of time and ensure complete coverage. Point out safety considerations and emphasize safety at every opportunity.

POD Form 2542-A
May 1968

POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	**For (Position)** General Mechanic	**Skill or Topic** Responsibilities and Duties of Position	**Basic Time** 1 hour
Instructor to be (Position) Supervisor or Similar Designee	**Type of Appointment** Regular (Annual Rate)		**Desig. and Act. Code** 16-7
Where Should Training be Conducted? Classroom			

When Should Training be Conducted?

Before assignment to job performance.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Employee/supervisor relationship	
B. Necessity for following instructions	
C. Relationship with other craft supervisors	
D. Communications between employee and supervisors 1. Intercommunications system 2. Telephone 3. Two-way radio system 4. Personal communications 5. Bulletin boards 6. Others as appropriate to meet local situations	
E. Schedule assignment 1. Hours of duty 2. Days off 3. Procedure to follow when unable to report for duty	
F. Job description	Copy of standard job description. Provide copies as handouts for each employee. Use as outline for explanation and discussion.
G. Training opportunities 1. On-the-job 2. Off-the-job 3. Employee responsibilities	

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position) General Mechanic	Skill or Topic Responsibilities and Duties of Position—Cont.	Basic Time
Instructor to be (Position)	Type of Appointment	Desig. and Act. Code	
Where Should Training be Conducted?			
When Should Training be Conducted?			

Points To Be Covered	Instructional Aids and Notes to Instructor
H. Promotion opportunities	
I. Wearing of identification badges (in accordance with local regulations)	Demonstrate proper wearing. Acquaint employee with procedure to follow in case of loss.
J. Use of property pass	Sample GSA Form 7
K. Work area conduct and habits—good housekeeping; smoking regulations; personal needs, effects, cleanliness and appearance; relationship with other employees; horseplay; and safety.	

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May 1968

POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	**For (Position)** General Mechanic	**Skill or Topic** Safety	**Basic Time** 2 hours
Instructor to be (Position)* Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate)		**Desig. and Act. Code** 16-7
Where Should Training be Conducted? Classroom and Workroom Floor			

When Should Training be Conducted?

Before assignment to job performance.

Points To Be Covered	**Instructional Aids and Notes to Instructor**
A. Introduction to safety B. Do's of safety C. Safety in the use of ladders	Personnel Handbook, Series P-16, *Instructor's Guide for Basic Maintenance Training,* part 4 and pages 23 and 44.
D. On-the-job and off-the-job safety 1. Cost of injury to the employee 2. Cost of injury to employer	P-13 Handbook, Chapters 2, 6, 8
E. Lift safely	Introduce, show and discuss film *Lift Safely.* Use lifting demonstration model (see pages 7, 9 and 51 of Personnel Handbook P-16).
F. Electrical safety 1. On-off switches 2. Lockout switches 3. Lockout disconnects 4. Tagging of lockouts 5. Personal, individual locks 6. Restoring system to operating condition after lock-out	Show and demonstrate use of safety switches, lockout devices/tags/signs, etc., likely to be encountered.
G. Fire prevention	

*The safety officer should advise and counsel the instructor to the extent necessary.

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May 1968

POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position) General Mechanic	Skill or Topic Safety—Continued	Basic Time
Instructor to be (Position)	Type of Appointment		Desig. and Act. Code
Where Should Training be Conducted?			
When Should Training be Conducted?			

Points To Be Covered	Instructional Aids and Notes to Instructor
H. Fires and fire extinguishers 1. Class A fires—wood, paper, trash 2. Class B fires—flammable liquids (oil, paint, grease, gas, etc.) 3. Class C fires—electrical	Show and demonstrate use of fire extinguishers/extinguishing agents—chemical, soda acid, CO_2, water (can and hose).
I. Local fire and emergency procedures	Pass out copies of and discuss local fire and emergency procedures.
J. Reporting of hazardous conditions	Form 1767, Report of Hazard, Unsafe Condition or Practice

POD Form 2542-A
May 1968

POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	General Mechanic	Introduction to Maintenance Management	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Maintenance Control Supervisor or Similar Designee	Regular (Annual Rate)	16–7
Where Should Training be Conducted? Classroom and Maintenance Control		

When Should Training be Conducted?

Before assignment to job performance.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Maintenance management program 1. Preventive maintenance 2. Repair maintenance	Facilities Handbook MS–10. Explain clearly the concepts of preventive maintenance and repair maintenance.
B. Mechanic's responsibilities and importance in the maintenance management program, including use of Form 4851, Correction Needed.	Form 4851. Demonstrate its proper use and have employee complete one under supervision.
C. Work codes, standards and performance frequencies	
D. Form 4777, Check List (General)	Form 4777. A transparency or large oversized sample is recommended; otherwise, pass out standard sized samples for use during discussion.
E. Form 4776 series, Route Sheet (General) 1. Purpose 2. Interpretation and explanation of terms 3. Discussion of sample form (old and new, as appropriate)	Form 4776
F. Form 4940, Request for Maintenance Work Order 1. Purpose 2. Discussion of sample 3. Preparation of form	Pass out copies of Form 4940 and have employee prepare under close supervision.

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POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position) General Mechanic	Skill or Topic Introduction to Maintenance Management—Cont.	Basic Time

Instructor to be (Position)

Where Should Training be Conducted?

Type of Appointment

Desig. and Act. Code

When Should Training be Conducted?

Points To Be Covered	Instructional Aids and Notes to Instructor
G. Form 4941, Maintenance Work Order 1. Purpose 2. Discussion of sample 3. Use of employee's maintenance number	Sample copy of Form 4941
H. Form 4774, Breakdown Investigation Report 1. Purpose 2. Discussion of sample 3. Preparation of form	Sample copy of Form 4774
I. Guided tour of maintenance control office	Have maintenance control representative explain various aspects of system, flow of paper, and use of maintenance data gathered. Emphasize necessity of accuracy in data.

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May 1968

374.2 Maintenance Craft Skills Training Requirements

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.

For (Position) General Mechanic

Skill or Topic Use and Care of Handtools

Basic Time 2 hours 30 minutes

Instructor to be (Position) Supervisor or Job Instructor

Type of Appointment Regular (Annual Rate)

Desig. and Act. Code 16–7

Where Should Training be Conducted? Classroom or Quiet Area in Shop

When Should Training be Conducted?

Prior to assigning significant duties involving use of handtools. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. General familiarization	Personnel Handbook P–16, appendix A
B. Selection of right handtool for the job 1. Shape considerations 2. Size considerations 3. Speed considerations 4. Safety considerations	Part I, P–16 Handbook P–13 Handbook, Chapters 2, 6, 8
C. Proper use of handtools 1. To accomplish the job 2. To prevent damage to the handtools 3. To prevent damage to equipment being worked on 4. Safety considerations	Handbook Series CD–1, *Mechanical Fundamentals*, part III. Demonstrate proper use of common handtools. Point out results of wrong use-damage to the handtool and the machine equipment part.
D. Care of common handtools 1. Cleaning 2. Minor repair—removal of nicks and burrs, replacement of handles, etc. 3. Custody, checkout/check-in/replacement procedures	Form 4787, Broken-Worn Tool Report Demonstrate and supervise proper use of representative items.
E. Hand drills, hacksaws, and soldering irons 1. Selection, nomenclature, familiarization 2. Use 3. Care	

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May 1968

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** General Mechanic	**Skill or Topic** Introduction to Mechanisms and Mechanical Equipment	**Basic Time** 3 hours
Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate)		**Desig. and Act. Code** 16-7
Where Should Training be Conducted? Quiet Area and Workroom Floor			

When Should Training be Conducted?

Prior to unit on lubrication if possible. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction to mechanisms	A. Parts I & II, Appendix I, Personnel Handbook. Series P-15, *Instructor's Guide for Training Mechanics.* Manufacturer publications such as Bulletin 59126, The Installation, Operation and Maintenance of Chain Drives, published by CHAIN Belt Co. Obtain through local representatives. Handbook Series CD-1, *Mechanical Fundamentals,* parts I and II. Show trainees representative mechanisms and equipment in use.
B. Purpose of mechanical equipment	
C. Safety considerations	C. P-13 Handbook, Chapters 2, 6, 8
D. Terminology	
E. Observation of representative mechanisms and mechanical equipments in use	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** General Mechanic	**Skill or Topic** Lubrication	**Basic Time** 2 hours

Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate)	**Desig. and Act. Code** 16-7
Where Should Training be Conducted? Classroom		

When Should Training be Conducted?

Prior to assigning to lubrication duties. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Functions	Part VII, *Instructor's Guide for Training Mechanics,* Personnel Handbook Series P-15
B. Types of lubricants and tools	
C. Importance of using proper lubricant	
D. Sealing	
E. Preparation for lubrication 1. Cleaning 2. Rust removal	
F. Methods of lubrication	
G. Over lubrication 1. Harmful effects 2. Safety considerations	P-13 Handbook, Chapters 2, 6, 8
H. Representative lubrication programs (with emphasis on safety)	Facilities Handbooks MS-12, MS-20, or similar handbooks providing outlines for lubrication programs on local equipment.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	General Mechanic	Removal, Installation and Adjustment of Equipment	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate)	16-7

Where Should Training be Conducted?
Classroom or Quiet Area

When Should Training be Conducted?

Prior to assignment to duties involving removal, installation and adjustment of equipment. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Removal of gearing	Personnel Handbook P-15, *Instructor's Guide for Training Mechanics,* part III
B. Removal and attaching V-belts	
C. Removal and attaching chains	
D. Removing and installing pulleys and sprockets	
E. Checking alignment	
F. Checking belt stretch	
G. Checking chain slack	
H. Replacing covers	
I. Calculating speed of gears	
J. Calculating: 1. Speed of V-belts 2. Chain drives	
K. Safety considerations	P-13 Handbook, Chapters 2, 6, 8

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	General Mechanic	Fundamentals of Blueprint Reading and Mechanical Drawings	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate)	16-7

Where Should Training be Conducted?
Classroom or Quiet Area

When Should Training be Conducted?

Prior to assignments (including technical training) involving blueprints, drawings or sketches. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Types of drawings 1. Plain views 2. Assembly drawings 3. Detailed drawings B. Dimensioning of drawings 1. Line dimensions 2. Circular dimensions 3. Tolerances 4. Scales 5. Visible and invisible lines 6. Center lines 7. Line width 8. Hatch marks 9. Thread designations C. Block diagrams D. Sketches	Handbook Series CD-1, *Mechanical Fundamentals,* part IV, and/or part 8, Personnel Handbook P-16.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) General Mechanic	Skill or Topic Planning the Job	Basic Time 2 hours
Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)		Desig. and Act. Code 16-7
Where Should Training be Conducted? Classroom or Quiet Area			

When Should Training be Conducted?

Prior to independent assignment to job performance. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Importance of planning	Personnel Handbook P-16, part 10 and appendix E
B. Devising a course of action	
C. Procedure for planning—questions to be answered 1. Where is the job? 2. What is the job? 3. What could go wrong? 4. What tools will be needed? 5. What parts may be needed? 6. Will an assistant be needed?	
D. Course of action 1. Plan—think or write. 2. Take action—get tools, parts, etc. and do job 3. Think back—did I have everything? 4. Remember—for next time.	
E. Show application by relating to representative job(s).	Have students work out plan for a typical assignment.

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) General Mechanic	Skill or Topic Electrical Parts and Circuits	Basic Time 8 hours

Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)	Desig. and Act. Code 16–7
Where Should Training be Conducted? Classroom or Quiet Area		

When Should Training be Conducted?

Prior to assignment involving maintenance of electrical equipment. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Switches B. Circuit breakers C. Fuses D. Lamps E. Relays F. Photocells G. Motors H. Motor brakes I. Solenoids J. Generators K. Rectifiers L. Wiring diagrams and Electrical Drawings	Handbook Series CD–2, *Electrical Fundamentals*, part II, and/or similar basic references. Representative components.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) General Mechanic	Skill or Topic Electronic Parts and Circuits	Basic Time 8 hours

Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)	Desig. and Act. Code 16–7
Where Should Training be Conducted? Classroom or Quiet Area		

When Should Training be Conducted?

Prior to assignment involving maintenance of electronic equipment. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Batteries B. Transistors C. Resistors—symbols, color coding and tolerances D. Capacitors E. Voltage and current F. Circuits G. Coils and transformers H. Tubes, tube pins and sockets I. Heaters (filaments) J. Connections and nodes K. Insulators L. Ohmmeters, voltmeters, etc. M. Units of electrical/electronic measurement N. Reading schematic diagrams O. Resistance values and computing resistances	Handbook Series CD–2, *Electrical Fundamentals*, part I, and/or similar basic references.. Representative components.

POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	General Mechanic	Air Conditioning Equipment (Familiarization and Preventive Maintenance)	8 hours*

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate)	16–7

Where Should Training be Conducted?

Quiet Area and on Equipment

When Should Training be Conducted?

Prior to routine assignment to assist in preventive maintenance of air conditioning equipment. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction	Facilities Handbooks MS–24, *Air Conditioning*, parts 1–4 and part 9.
B. Theory of refrigeration 1. Basic theory of refrigeration 2. Refrigeration cycle	
C. Self-contained units 1. Window units 2. Floor units 3. Capacity ratings 4. Operating checks 5. General maintenance	
D. Central systems 1. Compressors, condensers and chillers 2. Refrigerants 3. Cooling towers 4. Air handlers	
E. Safety	P–13 Handbook, Chapters 2, 6, 8

*Four hours of classroom instruction (or supervised on-the-clock study) followed by four hours OJT and close supervision assisting in preventive maintenance.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) General Mechanic	Skill or Topic Conveyor (Familiarization and Preventive Maintenance)	Basic Time 8 hours

Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)	Desig. and Act. Code 16-7
Where Should Training be Conducted? Classroom and Workroom Floor		

When Should Training be Conducted?

Prior to being assigned to maintenance on conveyors. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Types of conveyors 1. Bulk 2. Portable	Facilities Handbooks MS-12, and MS-26.
B. Introduction to the system 1. General description 2. Conveyor numbering system 3. Safety considerations 4. Tour of the system(s)	Introduce both types but confine instruction primarily to bulk conveyors pointing out that information applies equally well to portable conveyors.
C. Detailed description and operating principles 1. Nomenclature 2. Drive unit 3. Motors and motor controls 4. Gear reduction units 5. Drive pulley 6. Conveyor belt 7. Belt supports—slider bed and rollers 8. Tensioning device	P-13 Handbook, Chapter 2, 6, 8
D. Lubrication program	Part 4, Facilities Handbook MS-12
E. Checklists and route sheets	Part 5, Facilities Handbook MS-12

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	General Mechanic	Conveyor (Familiarization and Preventive Maintenance)—Continued	

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code

Where Should Training be Conducted?

When Should Training be Conducted?

Points To Be Covered	Instructional Aids and Notes to Instructor
F. Preparations for maintenance	Employee's lock and key
1. Requirements regarding shutting down equipment for maintenance 2. Safety considerations on and around system 3. Materials/handtools needed	Necessary handtools, rags, lubricants, etc.
G. Cleaning and lubrication procedures	Keep constant lookout for lost and damaged mail matter
H. Cleanup and preparation of forms to turn in to tour foreman	
I. Placing system back in operation 1. Removal of lockouts 2. Checking disconnects for ON position 3. Functional tests 4. Reporting operational status of system	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	General Mechanic	Elevator (Familiarization and Preventive Maintenance)	8 hours*

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate)	16–7

Where Should Training be Conducted?
Quiet Area and on Equipment

When Should Training be Conducted?

Prior to routine assignment to assist in preventive maintenance of elevators. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction	Facilities Handbook MS–21, *Elevator Maintenance*
B. Basic elevator components and their functions	
C. General preventive maintenance 1. Purpose 2. Base elevator 3. Service classifications 4. Basic checklists 5. Sample checklists	
D. Preventive maintenance checklist application	
E. Safety	P–13 Handbook, Chapters 2, 6, 8

*Four hours of classroom instruction (or supervised on-the-clock study) followed by four hours OJT and close supervision assisting in preventive maintenance.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** General Mechanic	**Skill or Topic** Edger-Stacker Machine (Familiarization and Preventive Maintenance)	**Basic Time** 2 hours
Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate)		**Desig. and Act. Code** 16-7
Where Should Training be Conducted? Classroom or Quiet Area and Workroom Floor			

When Should Training be Conducted?

Prior to assignment to work on edger-stackers. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction 1. Purpose 2. Operation, general 3. Safety considerations	16mm film on Edger-Stacker operation and 35mm filmstrip illustrating the total canceling system.
B. Machine description 1. Principle of operation 2. Detailed description 3. Vibrator hopper 4. Inclined feeder conveyor 5. Stacker assembly	
C. Interim checklists and route sheets	
D. Preparations for maintenance 1. Notifications required when taking machine out of service 2. Safety considerations on and around machine 3. Disconnect, off and lockout requirements 4. Materials/tools needed	P-13 Handbook, Chapters 2, 6, 8
E. Cleaning and lubrication 1. Program 2. Procedures	Keep continual lookout for lost and damaged mail matter.
F. Cleanup	
G. Completion of forms to be turned in to tour foreman	
H. Removal of lockout and placing machine back in operation	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	General Mechanic	Mark II Facer-Canceler (Familiarization and Preventive Maintenance)	5 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate)	16-7

Where Should Training be Conducted?
Classroom and on the Machine

When Should Training be Conducted?

Prior to assignment to maintenance on facer-cancelers. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction to the machine 1. General description 2. Controls 3. Operating instructions 4. Safety considerations—operation and maintenance	Mark II 2" x 2" Operating & Maintenance Slides. Handbook MS-14, Facer-Canceler
B. Interim checklists and route sheets	
C. Preparation for maintenance 1. Requirements regarding shutting down for maintenance 2. Disconnecting from power source 3. Checklists, handtools, lubricants, rags, etc. 4. Special safety considerations—machines with bicolor recognition system modification	P-13 Handbook, Chapters 2, 6, 8
D. Cleaning and lubrication procedures	Students perform under close supervision
E. Cleanup and preparation of forms to be turned in to tour foreman	
F. Placing machine back in operation 1. Restoring power 2. Setting of circuit breakers 3. Functional tests 4. Reporting operational status of machine	

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CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) General Mechanic	Skill or Topic Multi-Position Letter Sorting Machine (Familiarization and Preventive Maintenance)	Basic Time 8 hours
Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)		Desig. and Act. Code 16–7
Where Should Training be Conducted? Classroom and on the Machine			

When Should Training be Conducted?

Prior to being assigned to maintenance on letter sorting machine. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction to machine 1. General description 2. Operating instructions 3. Safety considerations 4. Disconnecting electrical power source 5. Tour of machine	Engineering Handbook E–13, Multi-Position Letter Sorting Machine Models 120 and 121, Chapter 1; 2" x 2" LSM Operation and Maintenance Slides. Point out various components.
B. LSM checklists and route sheets	
C. Console checklists and route sheets	
D. Cleaning and lubrication program	P–13 Handbook, Chapters 2, 6, 8
E. Use of jog cords	
F. Use of piggy-back motor	
G. Procedures for cleaning code wheels of letter carts	LSM letter cart with code shaft removed from cart.
H. Procedures for cleaning outer skin of machine	Keep continual lookout for lost and damaged mail matter.
I. Preparations for maintenance 1. Requirements for shutting down equipment 2. Safety considerations including lockout 3. Materials/handtools needed	Employee lock and key
J. Other cleaning and lubrication procedures	Applicable checklists and route sheets. Have students perform cleaning and lubricating procedures under close supervision.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.

For (Position): General Mechanic

Skill or Topic: Multi-Position Letter Sorting Machine (Familiarization and Preventive Maintenance)—Cont.

Basic Time

Instructor to be (Position)

Type of Appointment

Desig. and Act. Code

Where Should Training be Conducted?

When Should Training be Conducted?

Points To Be Covered	Instructional Aids and Notes to Instructor
K. Cleanup and preparation of forms for submission to tour foreman	
L. Returning machine to operating condition 1. Removal of lockouts 2. Restoration of power 3. Safety considerations	Exercise care when turning CB–16 and CB–1 to ON position, as full bin circuitry will be thrown off balance.

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** General Mechanic	**Skill or Topic** Parcel Sorting Machine (Familiarization and Preventive Maintenance)	**Basic Time** 8 hours

Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate)	**Desig. and Act. Code** 16–7
Where Should Training be Conducted? Classroom and on the Machine		

When Should Training be Conducted?

Prior to assignment to maintenance on the parcel sorter. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction to the machine 1. Purpose of machine 2. General description 3. Safety considerations 4. Observation of machine	Facilities Handbook MS–2, Parcel Sorting Machine, Over and Under Type or similar publication for local equipment.
B. Traveling deflector 1. Motor and drive assembly 2. Conveying assembly 3. Deflector assembly 4. Safety lockout	P–13 Handbook, Chapters 2, 6, 8
C. Parcel sorter 1. Motor and drive assembly 2. Conveying assembly 3. Memory unit	Employee's lock and key
D. Checklists and route sheets	
E. Preparation for maintenance 1. Shutting down requirements 2. Lockout procedures 3. Checklists/lubrication & cleaning schedule 4. Necessary handtools, lubricants, rags, etc.	Keep continual lookout for lost and damaged mail matter
F. Cleaning and lubrications procedures	Students perform under close supervision. Emphasize safety.
G. Cleanup and preparation of forms for submission to tour foreman	
H. Placing machine back in operation 1. Restoring power 2. Remove lockout 3. Functional tests 4. Reporting operational status	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** General Mechanic	**Skill or Topic** Sack Sorter (Familiarization and Preventive Maintenance)	**Basic Time** 8 hours
Instructor to be (Position) Supervisor or Job Instructor **Where Should Training be Conducted?** Classroom and on the Machine	**Type of Appointment** Regular (Annual Rate)	**Desig. and Act. Code** 16-7	

When Should Training be Conducted?

Prior to assignment to maintenance on sack sorters. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction 1. Purpose of machine 2. General description of machine 3. Safety considerations 4. Terminology 5. Familiarization tour of machine	Facilities Handbook MS-23, *Monorail Sack Sorters*, part I or similar publication for local equipment P-13 Handbook, Chapters 2, 6, 8
B. Description and operating principles 1. Drive assemblies 2. Conveyor parts 3. Carriers 4. Memory system	
C. Checklists and route sheets	
D. Preparation for maintenance 1. Shutting down equipment 2. Checklists/lubrication & cleaning schedules 3. Necessary handtools, lubricants, rags, etc.	Demonstrate lockout procedures. Keep continual lookout for lost and damaged mail matter.
E. Lubrication and cleaning procedures	Have students perform under close supervision. Emphasize safety.
F. Cleanup and preparation of forms for submission to tour foreman	
G. Placing machine back in operation 1. Restoring power 2. Removal of lockout 3. Functional tests 4. Reporting operational status 5. Review of safety considerations	

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) General Mechanic	Skill or Topic Tray Transport System (Familiarization and Preventive Maintenance)	Basic Time 8 hours

Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)	Desig. and Act. Code 16-7
Where Should Training be Conducted? Classroom and Workroom Floor		

When Should Training be Conducted?

Prior to being assigned to maintenance on the tray transport system. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. General description of the equipment	Facilities Handbook MS-20, *Tray Transport Conveyors.*
B. Principles of operation 1. Drive assemblies 2. Drive pulley 3. Drive unit 4. Deactivation of electrical supply to drive unit 5. Take-up pulleys—types and locations	
C. Safety considerations 1. Emergency stop buttons 2. Disconnect switches 3. Interlock (electrical) conveyor system	Identify and point out during complete tour system. P-13 Handbook, Chapters 2, 6, 8
D. Checklists and route sheets	
E. Preparations for maintenance 1. Requirements regarding shutting down equipment for maintenance 2. Safety considerations on and around system 3. Materials needed	Keep continual lookout for lost and damaged mail matter.
F. Cleaning and lubrication 1. Program 2. Procedures	Necessary handtools, rags, lubricants, etc. Students perform under close supervision. Emphasize safety.
G. Cleanup and preparation of forms to be turned into tour foreman	
H. Placing conveyor system back in operation 1. Removal of lockouts 2. Checking disconnects for ON position	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) General Mechanic	Skill or Topic Assembly and Maintenance of Scales	Basic Time 4 hours
Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)		Desig. and Act. Code 16–7
Where Should Training be Conducted? Shop or Quiet Area			

When Should Training be Conducted?

Prior to indepedent assignment to maintenance of scales. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Nomenclature and description of representative equipment	Facilities Handbook MS–13, Imperial Scale Model 570, or Handbook for other representative equipment.
B. Installation	
C. Operation & Testing	
D. Preventive maintenance	Have student perform under close supervision.
E. Repair maintenance	
F. Records and reports 1. Preventive maintenance 2. Repair maintenance	Required records/reports. Have student make entries under close supervision.

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374.3 Individual Training Record

U.S. POSTAL SERVICE **INDIVIDUAL TRAINING RECORD**	DATE ENTERED ON DUTY	NAME OF EMPLOYEE	
	DESIGNATION & ACTIVITY CODE	SOCIAL SECURITY NO.	POSITION General Mechanic

SKILL OR TOPIC	CHECK TNG. NEEDS (√)	REQUIRED INSTRUCTION GIVEN*		ADDITIONAL TRAINING PROVIDED		SUPERVISOR'S SIGNATURE AND DATE	REMARKS
		INSTRUCTOR'S INITIALS AND DATE	TNG. TIME USED	INSTRUCTOR'S INITIALS AND DATE	TNG. TIME USED		
A. GENERAL ORIENTATION–ALL TOPICS IN GENERAL ORIENTATION GIVEN							
B. CRAFT ORIENTATION–ALL TOPICS IN CRAFT ORIENTATION GIVEN							
C. CRAFT SKILLS							
1. USE AND CARE OF HANDTOOLS							
2. INTRODUCTION TO MECHANISMS AND MECHANICAL EQUIPMENT							
3. LUBRICATION							
4. REMOVAL, INSTALLATION AND ADJUSTMENT OF EQUIPMENT							
5. FUNDAMENTALS OF BLUEPRINT READING AND MECHANICAL DRAWING							
6. PLANNING THE JOB							
7. ELECTRONIC PARTS AND CIRCUITS							
8. ELECTRICAL PARTS AND CIRCUITS							
9. A/C EQUIPMENT (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							
10. CONVEYOR (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							
11. ELEVATOR (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							
12. EDGER-STACKER MACHINE (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							
13. MARK II FACER-CANCELER (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							
14. MULTI-POSITION LETTER SORTER (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							
15. PARCEL SORTING MACHINE (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							
16. SACK SORTER (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							
17. TRAY TRANSPORT SYSTEM (FAMILIARIZATION AND PREVENTIVE MAINTENANCE)							
18. ASSEMBLY AND MAINTENANCE OF SCALES							

*When applicable, instructor shall note under "REMARKS" that additional training in this skill is needed.

PS Form 2548-J
Sep 1970

375 Maintenance Mechanic (MPE)

375.1 Maintenance Craft Orientation Requirements

POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Maintenance Mechanic (MPE)	Introduction to Maintenance Services	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Similar Designee	Regular (Annual Rate)	16–7

Where Should Training be Conducted?

Classroom and Work Areas

When Should Training be Conducted?

Before assignment to job performance

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Purpose of maintenance services—"To facilitate movement of the mails."	Introduce, show and discuss film *Mainstay of the Mails*
B. Organization of local post office	Organization chart on chalkboard, flip chart or transparency.
C. Local maintenance organization and responsibilities 1. Maintenance, mail processing equipment 2. Other postal equipment 3. Building services—cleaning, security guards, elevator operators and telephone operators, as applicable 4. Building equipment	Organization chart on chalkboard, flip chart or transparency. Explain chain-of-command responsibilities.
D. Tour of maintenance work areas and areas associated therewith such as: 1. Office of director of plant maintenance or postal plant engineer 2. Maintenance office 3. Stockrooms 4. Maintenance control office 5. Medical unit 6. Locker rooms, swing rooms, lavatories, snack bars, cafeteria, etc. 7. Time clocks/badge readers, including proper use 8. Elevators, including destinations 9. Supervisors' offices/stations 10. Engine room 11. Others as appropriate to meet local conditions	Prepare written tour plan to make maximum use of time and ensure complete coverage. Point out safety considerations and emphasize safety at every opportunity.

POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Maintenance Mechanic (MPE)	Responsibilities and Duties of Postion	1 hour

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Similar Designee	Regular (Annual Rate)	16-7

Where Should Training be Conducted?
Classroom

When Should Training be Conducted?
Before assignment to job performance

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Employee/supervisor relationship	
B. Necessity for following instructions	
C. Relationship with other craft supervisors	
D. Communications between employee and supervisors 1. Intercommunications system 2. Telephone 3. Two-way radio system 4. Personal communications 5. Bulletin boards 6. Others as appropriate to meet local situations	
E. Schedule assignment 1. Hours of duty 2. Days off 3. Procedure to follow when unable to report for duty	
F. Job description	Copy of standard *job description*. Provide copies as handouts for each employee. Use as outline for explanation and discussion.
G. Training opportunities 1. On-the-job 2. Off-the-job 3. Employee responsibilities	

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CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position) Maintenance Mechanic (MPE)	Skill or Topic Responsibilities and Duties of Position—Cont.	Basic Time

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Where Should Training be Conducted?		

When Should Training be Conducted?

Points To Be Covered	Instructional Aids and Notes to Instructor
H. Promotion opportunities	
I. Wearing of identification badges (in accordance with local regulations)	Demonstrate proper wearing. Acquaint employee with procedure to follow in case of loss.
J. Use of property pass	Sample GSA Form 7
K. Work area conduct and habits—good housekeeping; smoking regulations; personal needs, effects, cleanliness and appearance; relationship with other employees; horseplay; and safety.	

POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	**For (Position)** Maintenance Mechanic (MPE)	**Skill or Topic** Safety	**Basic Time** 2 hours
Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate)		**Desig. and Act. Code** 16-7
Where Should Training be Conducted? Classroom and Workroom Floor			

When Should Training be Conducted?

Before assignment to job performance

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction to safety B. Do's of safety C. Safety in the use of ladders D. On-the-job and off-the-job safety 1. Cost of injury to the employee 2. Cost of injury to employer	Personnel Handbook Series P-16, part 4 and pages 23 and 44. P-13 Handbook, Chapters 2, 6, 8
E. Lift Safely	Introduce, show and discuss film "Lift Safely." Use lifting demonstration model (see pages 7, 9 and 51 of Personnel Handbook P-16).
F. Electrical safety 1. On-off switches 2. Lockout switches 3. Lockout disconnects 4. Tagging of lockouts 5. Personal, individual locks 6. Restoring system to operating condition after lockout.	Show and demonstrate use of safety switches, lockout devices/tags/signs, etc., likely to be encountered.
G. Fire prevention	

*The safety officer should advise and counsel the instructor to the extent necessary.

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	**For (Position)** Maintenance Mechanic (MPE)	**Skill or Topic** Safety—Continued	**Basic Time**

Instructor to be (Position)	**Type of Appointment**	**Desig. and Act. Code**
Where Should Training be Conducted?		

When Should Training be Conducted?

Points To Be Covered	Instructional Aids and Notes to Instructor
H. Fires and fire extinguishers 1. Class A fires—wood, paper, trash 2. Class B fires—flammable liquids (oil, paint, grease, gas, etc.) 3. Class C fires—electrical	Show and demonstrate use of fire extinguishers/extinguishing agents—chemical, soda acid, CO_2, water (can and hose).
I. Local fire and emergency procedures	Pass out copies of and discuss local fire and emergency procedures.
J. Reporting of hazardous conditions	Form 1767, Report of Hazard, Unsafe Condition or Practice

POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Maintenance Mechanic (MPE)	Introduction to Maintenance Management	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Maintenance Control Supervisor or Similar Designee	Regular (Annual Rate)	16–7

Where Should Training be Conducted?
Classroom and Maintenance Control

When Should Training be Conducted?

Before assignment to job performance

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Maintenance management program 1. Preventive maintenance 2. Repair maintenance	Facilities Handbook MS–10 Explain clearly the concepts of preventive maintenance and repair maintenance
B. Mechanic's responsibilities and importance in the maintenance management program, including use of Form 4851, Correction Needed.	Form 4851. Demonstrate its proper use and have employee complete one under supervision.
C. Work codes, standards and performance frequencies	
D. Form 4777, Check List (General)	Form 4777. A transparency or large oversized sample is recommended; otherwise, pass out standard sized samples for use during discussion.
E. Form 4776 series, Route Sheet (General) 1. Purpose 2. Interpretation and explanation of terms 3. Discussion of sample form (old and new, as appropriate)	Form 4776
F. Form 4940, Request for Maintenance Work Order 1. Purpose 2. Discussion of sample 3. Preparation of form	Pass out copies of Form 4940 and have employee prepare under close supervision

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	**For (Position)** Maintenance Mechanic (MPE)	**Skill or Topic** Introduction to Maintenance Management—Cont.	**Basic Time**

Instructor to be (Position)	**Type of Appointment**	**Desig. and Act. Code**
Where Should Training be Conducted?		

When Should Training be Conducted?

Points To Be Covered	Instructional Aids and Notes to Instructor
G. Form 4941, Maintenance Work Order 1. Purpose 2. Discussion of sample 3. Use of employee's maintenance number	Sample copy of Form 4941
H. Form 4774, Breakdown Investigation Report 1. Purpose 2. Discussion of sample 3. Preparation of form	Sample copy of Form 4774
I. Guided tour of maintenance control office	Have maintenance control representative explain various aspects of system, flow of paper, and use of maintenance data gathered. Emphasize necessity of accuracy in data.

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375.2 Maintenance Craft Skills Training Requirements

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** Maintenance Mechanic (MPE)	**Skill or Topic** Use and Care of Handtools	**Basic Time** 2 hours 30 minutes
Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate)		**Desig. and Act. Code** 16–7
Where Should Training be Conducted? Classroom or Quiet Area in Shop			

When Should Training be Conducted?

Prior to assigning significant duties involving use of handtools. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. General familiarization	Personnel Handbook P–16, Appendix A.
B. Selection of right handtool for the job	Part I, Handbook P–16
1. Shape considerations	
2. Size considerations 3. Speed considerations 4. Safety considerations	P–13 Handbook, Chapters 2, 6, 8
C. Proper use of handtools 1. To accomplish the job 2. To prevent damage to the handtools 3. To prevent damage to equipment being worked on 4. Safety considerations	Handbook CD–1, *Mechanical Fundamentals,* part III. Demonstrate proper use of common handtools. Point out results of wrong use damage to the handtool and the machine equipment part.
D. Care of common handtools 1. Cleaning	Form 4787, Broken-Worn Tool Report
2. Minor repair—removal of nicks and burrs, replacement of handles, etc. 3. Custody, checkout/check-in/replacement procedures	Demonstrate and supervise proper use of representative items.
E. Hand drills, hacksaws, and soldering irons 1. Selection, nomenclature, familiarization 2. Use 3. Care	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Maintenance Mechanic (MPE)	Introduction to Mechanisms and Mechanical Equipment	3 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate)	16–7

Where Should Training be Conducted?

Quiet Area and Workroom Floor

When Should Training be Conducted?

Prior to assignment to equipment maintenance and before training on lubrication. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction to mechanisms	Parts I & II, appendix I, Personnel Hdbk. Series P–15, Instructor's Guide for Training Mechanics. Manufacturer publications such as Bulletin 59126, The Installation, Operation and Maintenance of Chain Drives, published by CHAIN Belt Co. Obtain through local representatives. Handbook Series CD–1, *Mechanical Fundamentals*, part I and II. Show trainees representative mechanisms and equipment in use
B. Purpose of mechanical equipment	
C. Safety considerations	P–13 Handbook, Chapters 2, 6, 8
D. Terminology	
E. Observation of representative mechanisms and mechanical equipment in use	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** Maintenance Mechanic (MPE)	**Skill or Topic** Lubrication	**Basic Time** 2 hours

Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate)	**Desig and Act. Code** 16–7
Where Should Training be Conducted? Classroom		

When Should Training be Conducted?

Prior to assigning to lubrication duties. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	**Instructional Aids and Notes to Instructor**
A. Functions	Part VII, Personnel Handbook, Series P–15
B. Types of lubricants and tools	
C. Importance of using proper lubricant	
D. Sealing	
E. Preparation for lubrication 1. Cleaning 2. Rust removal	
F. Methods of lubrication	
G. Over lubrication 1. Harmful effects 2. Safety considerations	
H. Representative lubrication programs (with emphasis on safety)	Facilities Handbooks MS–12, MS–20, or similar handbooks providing outlines for lubrication programs on local equipments. P–13 Handbook, Chapters 2, 6, 8

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** Maintenance Mechanic (MPE)	**Skill or Topic** Removal, Installation and Adjustment of Equipment	**Basic Time** 2 hours
Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate)		**Desig. and Act. Code** 16–7
Where Should Training be Conducted? Classroom or Quiet Area			

When Should Training be Conducted?

Prior to assignment to duties involving removal, installation and adjustment of equipment. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Removal of gearing	Personnel HB P–15, part III.
B. Removal and attaching V-belts	
C. Removal and attaching chains	
D. Removing and installing pulleys and sprockets	
E. Checking alignment	
F. Checking belt stretch	
G. Checking chain slack	
H. Replacing covers	
I. Calculating speed of gears	
J. Calculating: 1. Speed of V-belts 2. Chain drives	
K. Safety considerations	P–13 Handbook, Chapters 2, 6, 8

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Maintenance Mechanic (MPE)	Fundamentals of Blueprint Reading and Mechanical Drawings	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate)	16-7

Where Should Training Be Conducted?
Classroom or Quiet Area

When Should Training be Conducted?

Prior to assignments (including technical training) involving blueprints, drawings or sketches. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered

A. Types of drawings
   1. Plan views
   2. Assembly drawings
   3. Detailed drawings

B. Dimensioning of drawings
   1. Line dimensions
   2. Circular dimensions
   3. Tolerances
   4. Scales
   5. Visible and invisible lines
   6. Center lines
   7. Line width
   8. Hatch marks
   9. Thread designations

C. Block diagrams

D. Sketches

Instructional Aids and Notes to Instructor

Handbook CD-1, *Mechanical Fundamentals,* part IV, and/or Part 8, Personnel Handbook P-16.

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CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** Maintenance Mechanic (MPE)	**Skill or Topic** Planning the Job	**Basic Time** 2 hours
Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate)		**Desig. and Act. Code** 16-7
Where Should Training be Conducted? Classroom or Quiet Area			

When Should Training be Conducted?

Prior to independent assignment to job performance. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Importance of planning	Personnel Handbook P-16, part 10 and appendix E
B. Devising a course of action	
C. Procedure for planning—questions to be answered 1. Where is the job? 2. What is the job? 3. What could go wrong? 4. What tools will be needed? 5. What parts may be needed? 6. Will an assistant be needed?	
D. Course of action 1. Plan—think or write. 2. Take action—get tools, parts, etc. and do job 3. Think back—did I have everything? 4. Remember—for next time.	
E. Show application by relating to representative job(s).	Have students work out plan for a typical assignment.

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)**	**Skill or Topic**	**Basic Time**
	Maintenance Mechanic (MPE)	Electrical Parts and Circuits	8 hours

Instructor to be (Position)	**Type of Appointment**	**Desig. and Act. Code**
Supervisor or Job Instructor	Regular (Annual Rate)	16-7
Where Should Training be Conducted?		
Classroom or Quiet Area		

When Should Training be Conducted?

Prior to assignment involving maintenance of electrical equipment. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Switches	Handbook Series CD-2, *Electrical Fundamentals*, part II, and/or similar basic references.
B. Circuit breakers	
C. Fuses	Representative components.
D. Lamps	
E. Relays	
F. Photocells	
G. Motors	
H. Motor brakes	
I. Solenoids	
J. Generators	
K. Rectifiers	
L. Wiring diagrams and electrical drawings	

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Maintenance Mechanic (MPE)	Skill or Topic Electronic Parts and Circuits	Basic Time 8 hours
Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)	Desig. and Act. Code 16-7	
Where Should Training be Conducted? Classroom or Quiet Area			

When Should Training be Conducted?

Prior to assignment involving maintenance of electronic equipment. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Batteries B. Transistors C. Resistors—symbols, color coding and tolerances D. Capacitors E. Voltage and current F. Circuits G. Coils and transformers H. Tubes, tube pins and sockets I. Heaters (filaments) J. Connections and nodes K. Insulators L. Ohmmeters, voltmeters, etc. M. Units of electrical/electronic measurement N. Reading schematic diagrams O. Resistance values and computing resistances	Handbook Series CD-2, *Electrical Fundamentals*, part I, and/or similar basic references. Representative components

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Maintenance Mechanic (MPE)	Bulk Conveyor Maintenance	40 hours*

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor		
Where Should Training be Conducted? Classroom, Workshop and Workroom Floor	Regular (Annual Rate)	16–7

When Should Training be Conducted?

Prior to assignment to independent maintenance of bulk conveyors. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction to system—purpose, terminology and general description	*Facilities Handbook for Bulk Conveyors,* MS–12, and Installers Manual.
B. Safety considerations—lockout procedures, precautions, etc.	Emphasize safety at appropriate points throughout instruction.
C. Tour of system(s)	Point out locations of emergency stops, controls and circuit breakers; review conveyor numbering/lettering system.
D. Detailed description and operating principles 1. Drive unit 2. Motors 3. Power transmission equipment 4. Drive pulley 5. Conveyor belting 6. Belt supports 7. Tensioning devices 8. Controls	
E. Maintenance tools	Emphasize proper use and terminology throughout. Section 4.8, MS–12.
F. Belt conveyor engineering	Part 3, MS–12.

*The Headquarters approved course (broadly outlined here) should be followed regardless of whether training is conducted at the national, regional or local level. Modify as appropriate to reflect local equipment.

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Maintenance Mechanic (MPE)	Skill or Topic Bulk Conveyor Maintenance—Continued	Basic Time

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Where Should Training be Conducted?		

When Should Training be Conducted?

Points To Be Covered	Instructional Aids and Notes to Instructor
G. General preventive maintenance 1. Bearings 2. Motors and Drive components 3. Pulleys 4. Conveyor belts 5. Tensioning devices 6. Control components 7. Structural parts of conveyor 8. Lubrication program	
H. Routine preventive maintenance route sheets and checklists	Pass out sample route sheets and checklists
I. Common repairs, replacements and adjustments	
J. Power turns	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Maintenance Mechanic (MPE)	Skill or Topic Edger-Stacker Machine Maintenance	Basic Time 4 hours

Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)	Desig. and Act. Code 16-7
Where Should Training be Conducted? Classroom, Workshop and Workroom Floor		

When Should Training be Conducted?

Prior to assignment to independent maintenance of edger-stacker machines. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction to machine—purpose, terminology, general description and safety considerations	P-13 Handbook, Chapters 2, 6, 8
B. Description and operating principles of machine components	16mm film on Edger-Stacker operation
C. Description and operating principles of electrical system components	35mm filmstrip illustrating the total canceling system
D. Air system	
E. Hopper-feeder control system	
F. Controller box hopper feeder	
G. Operation of machine	
H. Preventive maintenance	
I. Checklists and route sheets	
J. Troubleshooting and repair	

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CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Maintenance Mechanic (MPE)	Mark II Facer-Canceler Maintenance	80 hours*

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate)	16–7

Where Should Training be Conducted?
Classroom, Workshop and Workroom Floor

When Should Training be Conducted?

Prior to assignment to independent maintenance of Facer-Cancelers. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction—purpose, terminology and general description	35mm filmstrip illustrating the total canceling system
B. Safety on and around the machine	P–13 Handbook, Chapters 2, 6, 8
C. Controls and operation—machines A & B	
D. Service and maintenance of mechanical components 1. Main drive 2. Feeder unit 3. Separation unit 4. Rollers 5. Feed belts 6. Impression rollers 7. Transport belt system 8. Inverter brushes and guides 9. Clutches and main gear drives 10. Feeder main gear drive 11. Stackers and stacker components 12. Inking system and components 13. Gate assembly	Facilities Handbook MS–14.
E. Power supply and motor control units 1. Stop line circuit 2. AC power circuit 3. DC power circuit	Emphasize electrical safety.
F. Electronic circuits	

*The Headquarters approved course (broadly outlined here) should be followed regardless of whether training is conducted at the national, regional or local level. Modify as appropriate to reflect local equipment.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Maintenance Mechanic (MPE)	Skill or Topic Mark II Facer-Canceler Maintenance—Cont.	Basic Time

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Where Should Training be Conducted?		

When Should Training be Conducted?

Points To Be Covered	Instructional Aids and Notes to Instructor
G. Block diagrams	Show application in circuit tracing and troubleshooting.
H. Electronic adjustments	
I. Troubleshooting 1. Mechanical 2. Electrical 3. Electronic	
J. Lubrication program	
K. Parts catalog and criteria	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Maintenance Mechanic (MPE)	Skill or Topic Letter Sorter Machine Maintenance	Basic Time 120 hours*
Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)		Desig. and Act. Code 16-7
Where Should Training be Conducted? Classroom and on Machine			

When Should Training be Conducted?

Prior to assignment to independent maintenance of LSM. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Familiarization 1. Introduction 2. Tour of machine 3. Start/stop procedures 4. Physical configuration 5. Responding to supervisory lamps	Show movie LSM OPERATION Utilize all instructional aids listed in National Maintenance Training Course
B. Motor control circuits 1. Reading circuit diagrams 2. Troubleshooting	
C. Cart conveyor system	
D. LSM maintenance safety	P-13 Handbook, Chapters 2, 6, 8
E. Main drive unit/assembly	
F. Main conveyor components	
G. Console 1. Electrical circuits 2. Feeder assembly 3. Vacuum motor 4. Feeder table disassembly and reassembly	

*The Headquarters approved course (broadly outlined here) should be followed regardless of whether training is conducted at the national, regional or local level. Modify as appropriate to reflect local equipment.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Maintenance Mechanic (MPE)	Skill or Topic Letter Sorter Machine Maintenance—Continued	Basic Time

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Where Should Training be Conducted?		

When Should Training be Conducted?

Points To Be Covered	Instructional Aids and Notes to Instructor

G. Console—Continued
  5. Keyboard assembly
  6. Troubleshooting console circuits
  7. Mechanical power train
  8. Power take-off assembly
  9. Clutch adjustment and shear pin replacement
  10. Vacuum pick-off unit

H. Encoder
  1. Operation
  2. Drive and synchronization
  3. Encoder to cart synchronization
  4. Repairs
  5. Parts replacement
  6. Removal and installation

I. Inserter dropper
  1. Detailed description
  2. Tube disassembly
  3. ABC chain
  4. Synchronization procedures

J. Troubleshooting encoder and console

K. Decoder operation, adjustment and synchronization

L. Cart repairs

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Maintenance Mechanic (MPE)	Skill or Topic LSM Maintenance—Continued	Basic Time
Instructor to be (Position)	Type of Appointment		Desig. and Act. Code
Where Should Training be Conducted?			
When Should Training be Conducted?			

Points To Be Covered	Instructional Aids and Notes to Instructor
M. Code bar 1. Installation 2. Track alignment 3. Setting N. Stray letter belt—detailed description O. Brush and cart door closer adjustment P. Safety features 1. Circuits—description and block diagrams 2. Devices—adjustments and maintenance 3. Troubleshooting safety circuits Q. Full bin warning system 1. Components 2. Circuits R. Removal and installation of door trip assembly S. Preventive maintenance procedures T. DETEX circuits—description and operation U. Troubleshooting 1. Guide 2. Procedures	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Maintenance Mechanic (MPE)	Skill or Topic Parcel Sorting Machine Maintenance	Basic Time 40 hours*
Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)		Desig. and Act. Code 16–7
Where Should Training be Conducted? Classroom, Shop and Workroom Floor			

When Should Training be Conducted?

Prior to assignment to independent maintenance of parcel sorting machines. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction to machine—purpose, terminology and general description 1. Belt conveyor feeding equipment 2. Traveling deflector 3. Conveying assembly 4. Memory unit	Facilities Handbook MS–2, *Parcel Sorting Machine Over and Under Type*, or similar publication for local equipment.
B. Safety on and around machine	Emphasize safety considerations at appropriate points throughout instruction/training.
C. Traveling deflector description and operating principles 1. Motor and drive assembly 2. Conveying assembly 3. Deflector assembly	P–13 Handbook, Chapters 2, 6, 8
D. Parcel sorter description and operating principles 1. Motor and drive assembly 2. Conveying assembly 3. Memory unit	
E. Preventive maintenance 1. Purpose 2. Checklists 3. Cleaning and lubrication 4. Routine preventive maintenance	
F. Repair maintenance 1. Troubleshooting 2. Common repairs, replacements and adjustments	
G. Replacement parts lists	

*The Headquarters approved course (broadly outlined here) should be followed regardless of whether training is conducted at the national, regional or local level. Modify as appropriate to reflect local equipment.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Maintenance Mechanic (MPE)	Skill or Topic Sack Sorter Maintenance	Basic Time 40 hours*
Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)		Desig. and Act. Code 16-7
Where Should Training be Conducted? Classroom, Shop and Workroom Floor			

When Should Training be Conducted?

Prior to assignment to independent maintenance of sack sorters. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction—purpose, terminology and general description B. Safety consideration—lockout procedures, precautions, etc.	Facilties Handbook MS-23, *Monorail Sack Sorters*, or similar publication for local equipment
C. Familiarization tour of sorter system	Point out controls, circuit breakers, emergency stop buttons, and other safety features
D. Detailed description and operating principles 1. Drive assemblies 2. Conveying parts 3. Carriers 4. Memory system	P-13 Handbook, Chapters 2, 6, 8
E. Preventive maintenance 1. Cleaning 2. Lubrication program 3. Tools 4. Checklists	
F. Repair maintenance 1. Performance standards 2. Time standards 3. Troubleshooting 4. Common repairs, replacements and adjustments	

*The Headquarters approved course (broadly outlined here) should be followed regardless of whether training is conducted at the national, regional or local level. Modify as appropriate to reflect local equipment.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Maintenance Mechanic (MPE)	Skill or Topic Tray Transport System Maintenance	Basic Time 24 hours

Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate)	Desig. and Act. Code 16–7
Where Should Training be Conducted? Classroom and Workroom Floor		

When Should Training be Conducted?

Prior to assignment to independent maintenance of tray transport system. The need for skill training will be based on the judgment of the employee's supervisor.

Points to Be Covered	Instructional Aids and Notes to Instructor
A. Introduction—purpose, terminology and general description	Facilities Handbook for Tray Transport System, MS-20, and Installers Manual
B. Safety considerations—lockout procedures, precautions, etc. C. Familiarization tour of system	Point out emergency stop buttons, controls, circuit breakers and other safety considerations; review numbering system.
D. Description and operating principles 1. Drive assemblies/motors 2. Power transmission equipment 3. Drive pulleys 4. Takeup pulleys/devices 5. Conveying sections 6. Traffic control systems	P-13 Handbook, Chapters 2, 6, 8
E. Maintenance tools	Emphasize proper use and terminology throughout.
F. General preventive maintenance 1. Drive components 2. Conveyor belting 3. Bearings 4. Control components 5. Structural parts of transport system 6. Lubrication program	
G. Routine preventive maintenance route sheets and checklists	Use handouts on local system.

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Maintenance Mechanic (MPE)	Skill or Topic Tray Transport System Maintenance—Cont.	Basic Time

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Where Should Training be Conducted?		

When Should Training be Conducted?

Points To Be Covered	Instructional Aids and Notes to Instructor
H. Troubleshooting guides	
I. Common repairs, replacements and adjustments	Demonstrate lacing and have trainees perform under close supervision as appropriate.

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.

For (Position) Maintenance Mechanic (MPE)

Skill or Topic Portable Conveyor Maintenance

Basic Time 8 hours

Instructor to be (Position) Supervisor or Job Instructor

Type of Appointment Regular (Annual Rate)

Desig. and Act. Code 16–7

Where Should Training be Conducted? Classroom and Workroom Floor

When Should Training be Conducted?

Prior to assignment to independent maintenance of portable conveyors. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction—purpose, terminology, general description and safety considerations	Facilities Handbook MS–26, *POD Portable Conveyors*
B. Construction and operating principles 1. Drives 2. Drive arrangement 3. Motors and controls 4. Reducers 5. Power transmission equipment 6. Pulleys 7. Conveyor belting 8. Belt supports 9. Takeup devices	Manufacturer's Manual/Handbook for particular local equipment. P–13 Handbook, Chapters 2, 6, 8
C. Preventive maintenance 1. Concept 2. Checklists and route sheets 3. Lubrication program 4. Procedures	
D. Common repairs, replacements and adjustments	

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375.3 Individual Training Record

U.S. POSTAL SERVICE INDIVIDUAL TRAINING RECORD	DATE ENTERED ON DUTY	NAME OF EMPLOYEE	
	DESIGNATION & ACTIVITY CODE	SOCIAL SECURITY NO.	POSITION Maintenance Mechanic, MPE

SKILL OR TOPIC	CHECK TNG. NEEDS (√)	REQUIRED INSTRUCTION GIVEN*		ADDITIONAL TRAINING PROVIDED		SUPERVISOR'S SIGNATURE AND DATE	REMARKS
		INSTRUCTOR'S INITIALS AND DATE	TNG. TIME USED	INSTRUCTOR'S INITIALS AND DATE	TNG. TIME USED		
A. GENERAL ORIENTATION–ALL TOPICS IN GENERAL ORIENTATION GIVEN							
B. CRAFT ORIENTATION–ALL TOPICS IN CRAFT ORIENTATION GIVEN							
C. CRAFT SKILLS							
1. USE AND CARE OF HANDTOOLS							
2. INTRODUCTION TO MECHANISMS AND MECHANICAL EQUIPMENT							
3. LUBRICATION							
4. REMOVAL, INSTALLATION AND ADJUSTMENT OF EQUIPMENT							
5. FUNDAMENTALS OF BLUEPRINT READING AND MECHANICAL DRAWING							
6. PLANNING THE JOB							
7. ELECTRONIC PARTS AND CIRCUITS							
8. ELECTRICAL PARTS AND CIRCUITS							
9. LSM MAINTENANCE							
10. BULK CONVEYOR MAINTENANCE							
11. PARCEL SORTING MACHINE MAINTENANCE							
12. EDGER-STACKER MACHINE MAINTENANCE							
13. MARK II FACER-CANCELLER MAINTENANCE							
14. TRAY TRANSPORT SYSTEM MAINTENANCE							
15. PORTABLE CONVEYOR MAINTENANCE							
16. SACK SORTER MAINTENANCE							

*When applicable, instructor shall note under "REMARKS" that additional training in this skill is needed.

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376 Garageman

376.1 Maintenance Craft Orientation Requirements

POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	**For (Position)** Garageman	**Skill or Topic** Purpose and Organization of Vehicle Maintenance Facilities	**Basic Time** 1 hour 30 minutes

Instructor to be (Position) Superintendent or Designated Supervisor	**Type of Appointment** Regular (Annual Rate) Career Substitute	**Desig. and Act. Code** 15–2 45–2
Where Should Training be Conducted? Training Room		

When Should Training be Conducted?

Following completion of general orientation and before assignment to job performance.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Greeting and welcoming of new employee	
B. Purpose of the facility	Ch. 1, Methods Handbook Series M–2, Vehicle Maintenance Facility. Emphasize "movement of the mails."
C. Organization of the facility—administration, maintenance, supply	
D. Relationship to 1. Postmaster and main post office 2. Other local units, branches, stations, perimeter offices, nonpersonnel offices, etc. 3. Region 4. Headquarters	
E. The Vehicle Maintenance Story	16mm projector and screen Introduce, show and discuss the film *The Vehicle Maintenance Story*.
F. Layout of local facility 1. Shops 2. Supply rooms 3. Administrative office 4. Washrooms 5. Locker rooms 6. Lunchroom 7. Others as appropriate	Conduct new employees on guided tour of the facility covering points listed and emphasizing safety considerations as observed on the tour. Introduce to coworkers and assign a clean locker.

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Garageman	Responsibilities and Duties of the Position	45 minutes

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Superintendent or Supervisor	Regular (Annual Rate) Career Substitute	15-2 45-2

Where Should Training be Conducted?
Classroom or Quiet Area

When Should Training be Conducted?
Prior to assignment to job performance

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction and relationship to supervisor	
B. Necessity of following instructions	
C. Work area conduct	
1. Good housekeeping	
2. Smoking regulations	
3. Personal needs	
4. Personal effects	
5. Horseplay	
6. Private business	
7. Use of telephone for personal calls	
D. Duties of position	Job description
1. Washing vehicles	
2. Steam cleaning vehicles	
3. Cleaning garage area	
4. Lubricating vehicles	
5. Refueling vehicles	
6. Tire buildup and servicing	
7. Service vehicles and service calls	
8. Assisting mechanics	
E. Bidding and tour assignment	
1. Hours of work	
2. Punching timeclock	
3. Requirements for entries on timecards	Form 1230
4. Punctuality and good attendance	
5. Annual and sick leave procedure	Form 3971
6. Vacation planning and scheduling	
7. Posting of work schedule	
8. Procedure to follow when unable to report for duty. Telephone numbers—when to call.	

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Garageman	Career Development	45 minutes

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Superintendent or Supervisor	Regular (Annual Rate) Career Substitute	15-2 45-2

Where Should Training be Conducted?
Classroom or Quiet Area

When Should Training be Conducted?
Prior to job assignment

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Suggestion awards program 1. Purpose 2. Procedures for submitting suggestions 3. Benefits	
B. Training 1. Instructional programs 2. Self improvement 3. Outside study and schooling 4. On-the-job instruction	Methods Handbook, M-2, part 170 and *Postal Service Manual*, Subchapter 430.
C. Variety of job assignments 1. Advantages to the Postal Service 2. Advantages to the Individual	
D. Career counseling 1. Supervisor 2. Superintendent 3. Senior mechanics	
E. Probationary period	
F. Periodic evaluations of performance	*Postal Service Manual*, 412.7

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POST OFFICE DEPARTMENT
CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Garageman	Shop Safety	2 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor*	Regular (Annual Rate) Career Substitute	15-2 45-2

Where Should Training be Conducted?

Garage Area

When Should Training be Conducted?

Prior to assignment to job performance

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Use of equipment 1. Jacks 2. Hoists 3. Stands 4. Creepers 5. Drop lights	Demonstrate proper use of equipment, emphasizing safety considerations. Supervisor's Safety Handbook, Personnel Service P-13, Chapters 2, 4, 6, 8
B. Protective devices—types and proper use 1. Exhaust systems 2. Shields and glasses 3. Grinders 4. Others as appropriate	Methods Handbook M-2, part 260
C. Fire extinguishers 1. Location 2. Types 3. Use	
D. Fire regulations	
E. Reporting of 1. Injuries 2. Accidents 3. Unsafe conditions	

*The safety officer should advise and counsel the instructor to the extent necessary.

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position) Garageman	Skill or Topic Manuals, Handbooks and Charts	Basic Time 30 minutes

Instructor to be (Position) Superintendent or Supervisor	Type of Appointment Regular (Annual Rate) Career Substitute	Desig. and Act. Code 15-2 45-2
Where Should Training be Conducted? Training Room or Quiet Area		

When Should Training be Conducted?

Prior to assignment to job performance requiring use of manuals, handbooks and charts.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Employee handbook 1. Issuance 2. Custody 3. Use 4. Responsibility for obtaining and making changes	Methods Handbook Series M-2, Vehicle Maintenance Facility. Note those sections particularly applicable to the garageman.
B. Shop manuals and references 1. Procedure for obtaining 2. Use	
C. Lubrication charts 1. Source 2. Use	
D. Specifications and information charts 1. Source 2. Use	
E. *Postal Service Manual* 1. General contents 2. Location 3. Authority 4. Use	*Postal Service Manual*

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	**For (Position)** Garageman	**Skill or Topic** Vehicle Maintenance Program	**Basic Time** 1 hour

Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate) Career Substitute	**Desig. and Act. Code** 15-2 45-2
Where Should Training be Conducted? Quiet Area		

When Should Training be Conducted?

Prior to assignment to job performance

Points To Be Covered	**Instructional Aids and Notes to Instructor**
A. Preventive maintenance 1. Concept 2. A-B-C services 3. Garageman's duties in these 4. Publications/charts/forms—general use	Methods Handbook, M-2, Chapters 3 and 4.
B. Repair maintenance 1. Concept 2. Garageman's duties 3. Reporting need as noted during servicing	
C. Work Order, Form 4543 1. Use 2. Procedure for completion 3. Estimated repair/accomplishment time	Have new employee complete a Form 4543 for a representative job under close supervision; emphasize accuracy and end use of data entered on form.
D. Work Standards 1. Quality 2. Quantity	

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position) Garageman	Skill or Topic Stockroom Procedures	Basic Time 20 minutes

Instructor to be (Position) Chief of Supplies or Supervisor	Type of Appointment Regular (Annual Rate) Career Substitute	Desig. and Act. Code 15-2 45-2
Where Should Training be Conducted? Stockroom		

When Should Training be Conducted?

Prior to job assignment requiring knowledge of stockroom procedures

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Securing parts and materials	Show use of Form 4543
B. Securing special tools	Show use of tool checks
C. Stockroom security	
D. Parts chasing	
E. Cleaning of stockrooms	

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376.2 Maintenance Craft Skills Training Requirements

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** Garageman	**Skill or Topic** Washing Vehicles	**Basic Time** 1 hour 30 minutes
Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate) Career Substitute		**Desig. and Act. Code** 15-2 45-2
Where Should Training be Conducted? Wash Rack Area			

When Should Training be Conducted?

Prior to independent assignment to job performance. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered

A. Safety considerations

B. Preparation for washing
  1. Proper placement and parking of vehicle
  2. Preparing washing solution
  3. Assembling of equipment used in washing
  4. General care and use of equipment
  5. Cleaning inside of vehicle

C. Washing procedure
  1. Grill work and front end
  2. Body
  3. Back, including rear door (as appropriate)
  4. Glasswork

D. Avoiding excessive water on instrument panel

E. Characteristic automatic and handwashing considerations

F. Cleaning and inspection of area following washing operations

G. Reports and records as appropriate

Instructional Aids and Notes to Instructor

Demonstrate this and each subsequent procedure and have trainee perform under close supervision.

M-2 Handbook, Part 260

P-13 Handbook, Chapters 2, 6, 8

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Garageman	Steam Cleaning Vehicles	1 hour 30 minutes

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate) Career Substitute	15-2 45-2

Where Should Training be Conducted?

Steam Cleaning Area

When Should Training be Conducted?

Prior to independent assignment to job performance. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Safety considerations—lifts, jacks, cleaning solution, steam cleaning plant	M-2 Handbook, Part 260 P-13 Handbook, Chapters 2, 6, 8
B. Preparation for steam cleaning 1. Preparing the vehicle 2. Preparing the cleaning solution 3. Assembling/testing/care of cleaning equipment	Demonstrate this and each subsequent procedure and have trainee perform under close supervision.
C. Protection of ignition system	
D. Cold water cleaner	
E. Care and operation of steam cleaning plant	
F. Records and reports as appropriate	
G. Cleaning and inspection of area following steam cleaning operations	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Garageman	Pressure Cleaning	1 hour

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate) Career Substitute	15-2 45-2

Where Should Training be Conducted?

Pressure Cleaning Area

When Should Training be Conducted?

Prior to independent assignment to job performance. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Safety considerations—lifts, cleaning solution, pressure cleaning equipment	Familiarize trainee with equipment; demonstrate proper use and care and cleaning procedures; have trainee perform under close supervision.
B. Prepartion for pressure cleaning 1. Vehicle 2. Solution 3. Assembling/testing/care of equipment	M-2 Handbook, Part 260 P-13 Handbook, Chapters 2, 6, 8
C. Pressure cleaning principles	
D. Cleaning procedures, including proper use of equipment	
E. Inspection, cleanup, records and reports as appropriate	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Garageman	Lubrication Service Duties	4 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate) Career Substitute	15-2 45-2
Where Should Training be Conducted? Lubrication Service Area		

When Should Training be Conducted?

Prior to independent assignment to job performance. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. General safety considerations	M-2 Handbook, Part 260 P-13 Handbook, Chapters 2, 6, 8
B. Scheduling of lubrications and oil changes.	Chapter 3, Facilities Handbook, M-2
C. Vehicle Maintenance Work Order, Form 4543 1. Preparation 2. Use in lubrication service	Tell and show use of Form 4543, have trainee make entries under close supervision.
D. Hoist operation 1. For mailsters 2. For trucks 3. For other vehicles 4. Safety considerations	Demonstrate this and each subsequent procedure and have trainee perform under close supervision.
E. Lubrication charts 1. Source 2. Use	
F. Draining of crankcases 1. Procedure 2. Safety considerations	
G. Lubrication 1. Equipment—proper use and care 2. Procedures 3. Safety considerations	
H. Batteries 1. Cleaning and treating terminals 2. Safety considerations	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Garageman	Skill or Topic Lubrication Service Duties—Continued	Basic Time
Instructor to be (Position)	Type of Appointment		Desig. and Act. Code
Where Should Training be Conducted?			

When Should Training be Conducted?

The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
I. Checking tires	
J. Checking master cylinder	
K. Filling automatic transmission	
L. Cleaning cab area	
M. Replacement/cleaning of seat belts	
N. Completion of garageman entries on records and reports	Forms 4543 and 4574
O. Reporting of defects/damages requiring repair to supervisor 1. Forms used 2. Procedures	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Garageman	Skill or Topic Refueling Station Duties	Basic Time 2 hours

Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate) Career Substitute	Desig. and Act. Code 15-2 45-2
Where Should Training be Conducted? Refueling Area		

When Should Training be Conducted?

Prior to independent assignment to job performance. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. General safety considerations 1. Location and use of fire extinguishers in refueling area 2. No smoking requirements 3. Turnoff of ignition switches prior to fueling 4. Others as appropriate	M-2 Handbook, Part 260 P-13 Handbook, Chapters 2, 6, 8
B. Use of Form 4574 in issuing fuel and oil 1. Signature requirements 2. Pump readings 3. Tour changes	Demonstrate proper use and have trainee perform under close supervision.
C. Refueling procedures	Demonstrate this and each subsequent procedure and have trainee perform under close supervision.
D. Inspection of tires 1. For proper inflation 2. For safe amount of tread remaining 3. For unusual wear	
E. Pump cutoff switches and valves 1. Proper use 2. Safety considerations	
F. Receiving bulk gasoline and oil 1. Procedures 2. Safety considerations	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** Garageman	**Skill or Topic** Tire Repair and Servicing	**Basic Time** 4 hours

Instructor to be (Position) Supervisor or Job Instructor	**Type of Appointment** Regular (Annual Rate) Career Substitute	**Desig. and Act. Code** 15–2 45–2
Where Should Training be Conducted? Tire Shop Area and on Road Service Vehicle		

When Should Training be Conducted?

Prior to independent assignment to job performance. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. General safety considerations 1. During tire buildup 2. While servicing 3. When jacking	Cover points generally at this time; show specific application at pertinent points throughout instruction/close supervision period.
B. Use and care of tools 1. Floor jack 2. Stand 3. Pneumatic tools 4. Tire tools 5. Impact wrenches	M–2 Handbook, Part 260 P–13 Handbook, Chapters 2, 6, 8
C. Preparations for tire buildup 1. Assembling parts needed 2. Assembling, inspecting and laying out tools	Demonstrate this and each subsequent procedure and have trainees perform under close supervision.
D. Tire disassembly and buildup procedures	
E. Inflation of tires, including use of tire inflation cage	
F. Balancing of tires/wheels	
G. Removal and installation of tires on vehicles 1. Safety considerations 2. Preparations—assembly and layout of tire and tools 3. Jacking, removal and replacement 4. Completion of job, including checking security of work, collection and storage of tools, etc.	

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Garageman	Skill or Topic Tire Repair and Servicing—Continued	Basic Time

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Where Should Training be Conducted?		

When Should Training be Conducted?

Points To Be Covered	Instructional Aids and Notes to Instructor
H. Tire repair, including use of tread gauge	
I. Tire security and records and reports as appropriate	Form 4625, Mounted Tires and Batteries Authorized for Fleet Use

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POST OFFICE DEPARTMENT

CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Garageman	Cleaning Garage Area	4 hours

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate) Career Substitute	15-2 45-2

Where Should Training be Conducted?

Garagework Area

When Should Training be Conducted?

During first assignment to job performance. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Types of cleaners used 1. To clean floors 2. To clean walls 3. To clean work benches 4. To clean stalls, including grease from floors and walls	
B. General safety considerations	M-2 Handbook, Part 260 P-13 Handbook, Chapters 2, 6, 8
C. Cleaning procedures 1. For garage floor 2. For stalls and work benches 3. For offices, lunchroom, washrooms, etc.	Demonstrate procedures and have trainee perform under close supervision.
D. Use of powered cleaning equipment 1. Safety considerations 2. Care of equipment 3. Procedures for most efficient use	
E. Care and use of rubbish containers	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Garageman	Skill or Topic Driver Training	Basic Time (*)

Instructor to be (Position) Driver Training Instructor	Type of Appointment Regular (Annual Rate) Career Substitute	Desig. and Act. Code 15-2 45-2
Where Should Training be Conducted? Designated Area For Driver Training		

When Should Training be Conducted?

Determination of the need for skill training is the responsibility of the employee's supervisor. In all cases where driver training is considered, the supervisor will consult with a driver instructor or examiner in determining the need and extent of the training required.

Points To Be Covered	Instructional Aids and Notes to Instructor
Types of vehicles. 1. Mailster 2. R-H Drive 3. L-H Drive 4. Tractor and trailer 5. Other (specify)	See Driver Orientation, 312 (p. 11) cover points A, C, E, F, G, J, K. The Safety Belt Film, *Make It Your Habit*, will be shown at the option of the Job Instructor (Employees driving in public thorofares should see the Safety Belt Film.) P-13 Supervisors Safety Handbook, Chapters 2, 4, 6, 8 M-2 Handbook, Part 260
*Provide 2 hours instruction and practice for right-hand drive or three-wheeled vehicles. Allow 40 minutes practice for left-hand drive vehicle when trainee has received prior training on right-hand drive or three-wheeled vehicle. If left-hand truck qualification is needed, provide 2 hours practice for that vehicle. Allow 1-2 hours for tractor-trailer operator training. Allow up to 1 hour for Driver Orientation, 312, points A, C, E, F, G, J, K.	

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376.3 Individual Training Record

U.S. POSTAL SERVICE **INDIVIDUAL TRAINING RECORD**	DATE ENTERED ON DUTY	NAME OF EMPLOYEE	
	DESIGNATION & ACTIVITY CODE	SOCIAL SECURITY NO.	POSITION Garageman

SKILL OR TOPIC		CHECK TNG. NEEDS (√)	REQUIRED INSTRUCTION GIVEN*		ADDITIONAL TRAINING PROVIDED		SUPERVISOR'S SIGNATURE AND DATE	REMARKS
			INSTRUCTOR'S INITIALS AND DATE	TNG. TIME USED	INSTRUCTOR'S INITIALS AND DATE	TNG. TIME USED		
A. GENERAL ORIENTATION–ALL TOPICS IN GENERAL ORIENTATION GIVEN								
B. CRAFT ORIENTATION–ALL TOPICS IN CRAFT ORIENTATION GIVEN								
C. CRAFT SKILLS								
1. WASHING VEHICLES								
2. STEAM CLEANING VEHICLES								
3. PRESSURE CLEANING								
4. LUBRICATION SERVICE								
5. REFUELING STATION DUTIES								
6. TIRE REPAIR AND SERVICING								
7. CLEANING GARAGE AREA								
D. CRAFT SKILLS–DRIVER TRAINING								
1. DRIVER ORIENTATION								
2. VEHICLE FAMILIARIZATION	a. Left Hand Drive							
	b. Right Hand Drive							
	c. Three Wheel Vehicle							
3. CONTROLLED DRIVING PRACTICE AND TESTING								
a. LHD ¾ or 1-Ton								
b. Right Hand Drive								
c. Three Wheel Vehicle								
4. TRACTOR-TRAILER								
5. OTHER *(Specify)*								

**When applicable, instructor shall note under "REMARKS" that additional training in this skill is needed.*

PS Form 2548-1
Sep. 1970

377 Automotive Mechanic

377.1 Maintenance Craft Orientation Requirements

POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position) Automotive Mechanic	Skill or Topic Purpose and Organization of Vehicle Maintenance Facilities	Basic Time 1 hour 30 minutes
Instructor to be (Position) Superintendent or Designated Supervisor	Type of Appointment Regular (Annual Rate) Career Substitute	Desig. and Act. Code 15–1 45–1	
Where Should Training be Conducted? Training Room			

When Should Training be Conducted?

Following completion of general orientation and before assignment to job performance.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Greeting and welcoming new employee	Chapter 1, Methods Handbook, Series M–2, Vehicle Maintenance Facility. Emphasize "movement of the mails."
B. Purpose of the facility	
C. Organization of the facility—administration, maintenance and supply	
D. Relationship to 1. Postmaster and main post office 2. Other local units, stations, branches, perimeter offices, nonpersonnel offices, etc. 3. Region 4. Headquarters	
E. The Vehicle Maintenance Story	16mm projector and screen Introduce, show and discuss the film *The Vehicle Maintenance Story.*
F. Layout of local facility 1. Shops 2. Supply rooms 3. Administrative office 4. Washrooms 5. Locker rooms 6. Lunchrooms 7. Bulletin boards 8. Others as appropriate	Conduct new employees on guided tour of the facility covering points listed and emphasizing safety considerations, fire prevention and firefighting equipment at appropriate points on the tour. Introduce to coworkers and assign a clean locker.

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position) Automotive Mechanic	Skill or Topic Responsibilities and Duties of the Position	Basic Time 45 minutes
Instructor to be (Position) Superintendent or Supervisor	Type of Appointment Regular (Annual Rate) Career Substitute	Desig. and Act. Code 15-1 45-1	
Where Should Training be Conducted? Classroom or Quiet Area			

When Should Training be Conducted?

Prior to assignment to job performance

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Introduction and relationship to supervisor	
B. Necessity for following instructions	
C. Work area conduct 1. Good housekeeping 2. Smoking regulations 3. Personal needs 4. Personal effects 5. Horseplay 6. Private business 7. Use of telephone for personal calls	
D. Duties of position 1. Diagnosing and repairing mechanical and operating difficulties of vehicles 2. Adjusting and tuning engines and engine accessories 3. Repairing and replacing automotive electrical equipment and components 4. Conducting post-repair functional tests 5. Operating test equipment 6. Changing engines 7. Overhauling transmissions, rear end assemblies and braking systems 8. Repairing vehicle bodies 9. Conducting emergency repairs 10. Performing vehicle inspections	Job description

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position) Automotive Mechanic	Skill or Topic Responsibilities and Duties of the Position—Continued	Basic Time
Instructor to be (Position)	Type of Appointment	Desig. and Act. Code	
Where Should Training be Conducted?			
When Should Training be Conducted?			

Points To Be Covered	Instructional Aids and Notes to Instructor
E. Bidding and tour assignment	
1. Hours of work	
2. Punching time clock	
3. Requirements for entries on time cards	Form 1230
4. Punctuality and good attendance	
5. Annual and sick leave procedures	Form 3971
6. Vacation planning and scheduling	
7. Posting of work schedule	
8. Procedure to follow when unable to report for duty. Telephone numbers—when to call	

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position) Automotive Mechanic	Skill or Topic Career Development	Basic Time 45 minutes
Instructor to be (Position) Superintendent or Supervisor	Type of Appointment Regular (Annual Rate) Career Substitute		Desig. and Act. Code 15-1 45-1
Where Should Training be Conducted? Classroom or Quiet Area			
When Should Training be Conducted? Prior to job assignment			

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Suggestion awards program 1. Purpose 2. Procedures for submitting suggestions 3. Benefits—individual and Postal Service	
B. Training 1. Instructional program 2. Self-improvement 3. Outside study and schooling 4. On-the-job instruction	Methods Handbook, M-2, part 170 and *Postal Service Manual*, Subchapter 430
C. Variety of job assignments 1. Advantages to the individual 2. Advantages to the Postal Service	
D. Career counseling 1. Supervisor 2. Superintendent 3. Senior mechanics	
E. Probationary period	
F. Periodic evaluations of performance	*Postal Service Manual*, 412.7

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Automotive Mechanic	Shop Safety	2 hours

Instructor to be (Position)*	Type of Appointment	Desig. and Act. Code
Supervisor or Job Instructor	Regular (Annual Rate) Career Substitute	15-1 45-1

Where Should Training be Conducted? Garage Area

When Should Training be Conducted? Prior to assignment to job performance

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Use of equipment 1. Jacks 2. Hoists 3. Stands 4. Creepers 5. Drop lights	Supervisor's Safety Handbook, Personnel Series P-13, Chapter's 2, 4, 6, 8 Demonstrate proper use of equipment, emphasizing safety considerations. Methods Handbook, M-2, part 260
B. Protective devices—types and proper use 1. Exhaust systems 2. Shields and glasses 3. Grinders 4. Others as appropriate	
C. Fire prevention, including fire regulations	
D. Firefighting equipment 1. Location 2. Types 3. Use—by types of fires and equipment	
E. Reporting of 1. Injuries 2. Accidents 3. Unsafe conditions	

*The safety officer should advise and counsel the instructor to the extent necessary.

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	**For (Position)** Automotive Mechanic	**Skill or Topic** Manuals, Handbooks and Charts	**Basic Time** 30 minutes

Instructor to be (Position) Superintendent or Supervisor	**Type of Appointment** Regular (Annual Rate) Career Substitute	**Desig. and Act. Code** 15-1 45-1
Where Should Training be Conducted? Training Room or Quiet Area		

When Should Training be Conducted?

Prior to assignment to job performance

Points To Be Covered	**Instructional Aids and Notes to Instructor**
A. Employee handbook 1. Issuance 2. Custody 3. Use 4. Responsibility for obtaining and making changes	Methods Handbook Series M-2, Vehicle Maintenance Facility. Note those sections and chapters of particular importance to mechanics. P-13 Handbook, Chapters 2, 4, 6, 8
B. Shop manuals and references 1. Source 2. Use	
C. Facilities Handbooks 1. Requirements 2. Source 3. Use	
D. Specifications and information charts 1. Source 2. Use	
E. *Postal Service Manual* 1. General contents 2. Location 3. Authority 4. Use, particularly sections applicable to vehicle maintenance	*Postal Service Manual*

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position) Automotive Mechanic	Skill or Topic Vehicle Maintenance Program	Basic Time 1 hour

Instructor to be (Position) Supervisor or Job Instructor	Type of Appointment Regular (Annual Rate) Career Substitute	Desig. and Act. Code 15–1 45–1
Where Should Training be Conducted? Classroom or Quiet Area		

When Should Training be Conducted?

Prior to assignment to job performance

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Scheduled maintenance 1. Concept 2. L-A-B-C services 3. Mechanic's duties 4. Publications/charts/forms—general use	Methods Handbook, M–2
B. Repair maintenance 1. Concept 2. Mechanic's duties	
C. Vehicle Maintenance Work Order, Form 4543 1. Purpose 2. Preparation/entries 3. Estimated repair/accomplishment time 4. Disposition of form	Have new employee make appropriate entries on a Form 4543 for a representative job under close supervision; emphasize accuracy and end use of data entered on form.
C. Work standards 1. Quality 2. Quantity	

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POST OFFICE DEPARTMENT

CRAFT ORIENTATION REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Automotive Mechanic	Stockroom Procedures	30 minutes

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Chief of Supplies or Supervisor	Regular (Annual Rate) Career Substitute	15–1 45–1

Where Should Training be Conducted?

Stockroom

When Should Training be Conducted?

Prior to job assignment requiring knowledge of stockroom procedures

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Securing parts and materials	Show use of Form 4543
B. Mechanic's tool box 1. Issuance 2. Custody 3. Inventory 4. Securing replacement items	
C. Securing special tools	Show use of tool checks
D. Stockroom security	
E. Parts chasing	

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377.2 Maintenance Craft Skills Training Requirements

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position)	Skill or Topic	Basic Time
	Automotive Mechanic	Driver Training	(*)

Instructor to be (Position)	Type of Appointment	Desig. and Act. Code
Driver Training Instructor	Regular (Annual Rate) Career Substitute	15-1 45-1

Where Should Training be Conducted?
Designated Area For Driver Training

When Should Training be Conducted?

Determination of the need for skill training is the responsibility of the employee's supervisor. In all cases where driver training is considered, the supervisor will consult with a driver instructor or examiner in determining the need and extent of the training required.

Points To Be Covered	Instructional Aids and Notes to Instructor
Types of vehicles 1. Mailster 2. R-H Drive 3. L-H Drive 4. Tractor and trailer 5. Other (specify) *Provide 2 hours instruction and practice for right-hand drive or three-wheeled vehicles. Allow 40 minutes practice for left-hand drive vehicle when trainee has received prior training on right-hand drive or three-wheeled vehicle. If left-hand truck qualification is needed, provide 2 hours practice for that vehicle. Allow 1-2 hours for tractor-trailer operator training. Allow up to 1 hour for Driver Orientation, 312, points A, C, E, F, G, J, K.	See Driver Orientation, 312 (p. 11). Cover points A, C, E, F, G, J, K. The Safety Belt Film *Make It Your Habit*, will be shown at the option of the job instructor. Employees driving on public thoroughfares should see the safety belt film. P–13 Supervisors Safety Handbook, Chapters 2, 4, 6, 8 M–2 Handbook, Part 260

POD Form 2542-8
May 1968

POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	**For (Position)** Automotive Mechanic	**Skill or Topic** Scheduled Maintenance	**Basic Time** 6 hours

Instructor to be (Position) Supervisor or Maintenance Analyst	**Type of Appointment** Regular (Annual Rate) Career Substitute	**Desig. and Act. Code** 15-1 45-1
Where Should Training be Conducted? Garage Area		

When Should Training be Conducted?

Prior to independent assignment requiring only routine supervision. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Receiving work assignment	Selected 4543's for representative services
B. Information shown on Form 4543 when received by mechanic	Have trainee perform work shown on Work Order and make appropriate entries on the form under close supervision.
C. Assembling tools/equipment needed in performance of scheduled maintenance	
D. Safety considerations	M-2 Handbook, Part 260
E. Preparing vehicle for maintenance, as appropriate	P-13 Handbook, Chapters 2, 6, 8
F. Scheduled maintenance procedures 1. "L" Service 2. "A" service 3. "B" service 4. "C" service	
G. Making entries on Form 4543	
H. Passing completed form to supervisor	

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POST OFFICE DEPARTMENT
CRAFT SKILL TRAINING REQUIREMENTS

Training Iden. No.	For (Position) Automotive Mechanic	Skill or Topic Repair Maintenance	Basic Time 4 hours
Instructor to be (Position) Supervisor or Maintenance Analyst	Type of Appointment Regular (Annual Rate) Career Substitute		Desig. and Act. Code 15-1 45-1
Where Should Training be Conducted?			

When Should Training be Conducted?

Prior to independent assignment requiring only routine supervision. The need for skill training will be based on the judgment of the employee's supervisor.

Points To Be Covered	Instructional Aids and Notes to Instructor
A. Receiving work assignment	Selected repair maintenance work orders.
B. Information shown on the Work Order when received by the mechanic	Have trainee perform work shown on work order and make appropriate entries on the form under close supervision.
C. Assembling tools/equipment needed in performing selected repair maintenance	
D. Safety considerations	M-2 Handbook, Part 260 P-13 Handbook, Chapters 2, 6, 8
E. Preparing vehicle for maintenance, as appropriate	
F. Representative repair maintenance procedures	
G. Making entries on the Form 4543	
H. Passing completed form to supervisor	

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377.3 Individual Training Record

U.S. POSTAL SERVICE INDIVIDUAL TRAINING RECORD	DATE ENTERED ON DUTY	NAME OF EMPLOYEE	
	DESIGNATION & ACTIVITY CODE	SOCIAL SECURITY NO.	POSITION Automotive Mechanic

SKILL OR TOPIC	CHECK TNG. NEEDS (√)	REQUIRED INSTRUCTION GIVEN*		ADDITIONAL TRAINING PROVIDED		SUPERVISOR'S SIGNATURE AND DATE	REMARKS
		INSTRUCTOR'S INITIALS AND DATE	TNG. TIME USED	INSTRUCTOR'S INITIALS AND DATE	TNG. TIME USED		
A. GENERAL ORIENTATION–ALL TOPICS IN GENERAL ORIENTATION GIVEN							
B. CRAFT ORIENTATION–ALL TOPICS IN CRAFT ORIENTATION GIVEN							
C. CRAFT SKILLS							
1. SCHEDULED MAINTENANCE							
2. REPAIR MAINTENANCE							
D. CRAFT SKILLS–DRIVER TRAINING							
1. DRIVER ORIENTATION							
2. VEHICLE FAMILIARIZATION a. Left Hand Drive							
b. Right Hand Drive							
c. Three Wheel Vehicle							
3. CONTROLLED DRIVING PRACTICE AND TESTING							
a. LHD ¾ or 1-Ton							
b. Right Hand Drive							
c. Three Wheel Vehicle							
4. TRACTOR-TRAILER							
5. OTHER *(Specify)*							

**When applicable, instructor shall note under "REMARKS" that additional training in this skill is needed.*

PS Form 2548-H
Sep. 1970

☆ U.S. GOVERNMENT PRINTING OFFICE : 1974 O - 537-436